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EOSDIS Maintenance and Development Project

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Launching the Order Manager GUI

Launching the Order Manager GUI

The **OM GUI** provides system operators with access to the Order Manager database. The GUI is based on web standards. It performs most of its functions by accessing the database directly, in contrast to most current system operator GUIs, which interface with servers. The GUI allows operators to view and modify requests that the Order Manager Server has placed on hold because they require operator intervention. In addition, operators can resubmit requests or portions of a request that failed.

The **OM GUI** incorporates many of the functions of the **Data Distribution Operator GUI** with the expectation that the **OM GUI** can provide an efficient, centralized interface. Note that the **Data Distribution Operator GUI** is still functional, as is the **ECS Data Order Tracking** GUI, which also shares a number of functions with the **OM GUI**.

New operator GUI security standards require the following two levels of permissions for the **OM GUI**:

- Full Capability.
- Limited Capability.

Full-capability operators have the ability to configure parameters and perform all other actions that can be accomplished with the **OM GUI**. Limited-capability operators are able to view a lot of information; however, on the limited-capability GUI some buttons and links have been disabled so it is not possible to perform certain actions or access certain pages.

This lesson provides instruction in the full-capability version of the **OM GUI**. The functions that are not available to limited-capability operators are identified in this document.

The **OM GUI** provides both full-capability and limited-capability operators with the ability to perform the following functions:

- Monitor for operator interventions and physical media distribution (PMD) interventions.
- View completed operator actions and interventions.
- View lists of all distribution requests, ftp push distribution requests, staging distribution requests, or historical distribution requests.
- Filter distribution requests by combinations of order id, request id, status, destination, media type, user id, first name, last name, e-mail address, or creation time.
- View detailed distribution request information.
- View details of an ECS order.

- View the profile of a user associated with an ECS order.
- View suspended ftp push destinations.
- View details for suspended ftp push destinations including ftp push operations that caused the suspension and ftp push requests that are not in a terminal state.
- View bundling order information (link to the **Spatial Subscription Server GUI**).
- Monitor for interventions associated with HDFEOS-to-GeoTiff (HEG) Converter Tool (HEG) processing.
- View pending HEG granules.
- Check HEG order status.
- Monitor for operator alerts caused by ftp push operations, data pool file system errors, archive server errors, or archive tape errors.
- Monitor processing queue states.
- Monitor staging states.
- Monitor the current staging status by media type or ftp push destination.
- View OM server, OM database, and HEG parameters.
- View settings for each media type.
- View PMD device, printer, and production module configurations.
- Get general and context-based help for all **OM GUI** functions.

In addition to the preceding actions, full-capability operators can perform the following actions:

- Modify request parameter values associated with operator interventions and PMD interventions.
- Perform the following actions with respect to distribution requests (as appropriate):
  - Resubmit.
  - Suspend.
  - Resume.
  - Cancel.
  - Stop.
- Resume suspended ftp push destinations.
- Suspend/resume processing queue states.
- Suspend/resume staging states.

- Respond to open HEG interventions.
- Modify HEG order status.
- Configure OM server, OM database, and HEG parameters.
- Configure the aging parameters for each ECS priority level.
- Configure settings for each media type.
- Define and configure ftp push destinations, as well as the "policies" for those destinations.
- Configure PMD devices, printers, and production modules.
- Perform the following actions with respect to PMD requests (as appropriate):
  - Activate.
  - Fail.
  - Annotate.
  - Confirm mount media.
  - Fail mount media.
  - Confirm media collection complete.
  - Fail media collection.
  - Activate QC
  - Mark shipped.
  - Confirm media dismounted.
  - Confirming package assembled.
  - Mark package not assembled.
  - Print outputs.
- Use the OM PDS Cleanup Manager.

For Synergy V, the **OM GUI** is certified for use with any browser supporting the **Mozilla 5** standard. Many modern browsers support the standard, including **Netscape 7+**, **Firefox**, and others. The **OMS GUI** was not designed to work with **MS Internet Explorer** or older versions of **Netscape**. **JavaScript** is an integral part of the **OM GUI**, and as such it must be enabled in the client browser.

Launching the **OM GUI** starts with the assumption that the Distribution Technician has logged in to the system.

1 Access a terminal window logged in to a host (e.g., the Operations Workstation or Sun external server) that has access to the Netscape web browser.

- Examples of Operations Workstation host names include **e0acs03**, **g0acs02**, **l0acs01,** and **n0acs03**.
- Examples of Sun external server host names include **e0ins01**, **g0ins01**, **l0ins01,** and **n0ins01**.
- For detailed instructions refer to the procedure for **Logging in to System Hosts** (preceding section of this lesson).

2 Type **netscape &** then press **Return/Enter**.

- It may be necessary to type the path as well as the netscape command (e.g., **/tools/bin/netscape &**).
- It may be necessary to respond to dialogue boxes, especially if the browser is already being used by someone else who has logged in with the same user ID.
- The Netscape web browser (Figure 21) is displayed.

3 If a bookmark has been created for the **OM GUI**, select the appropriate bookmark from those listed on the browser's **Bookmarks** button (or the **Communicator → Bookmarks** pull-down menu).

- The security login **Prompt** (Figure 22) is displayed.

4 If no bookmark has been created for the **OM GUI**, type **http://*host*:*port*/*path*/** in the browser's **Location (Go To)** field then press **Return/Enter**.

- For example:

  http://x0dps01.daac.ecs.nasa.gov:54321/cgi-bin/

- The security login **Prompt** (Figure 22) is displayed.

5 Type the appropriate user name in the **User Name** box of the security login **Prompt**.

6 Type the appropriate password in the **Password** box of the security login **Prompt**.

NOTE: If the security login prompt reappears after the first time the user name and password have been entered (and the **OK** button has been clicked), it may not be due to a data entry problem. Try again to log in using the same user name and password. Sometimes it is necessary to enter the user name and password for the GUI more than once.

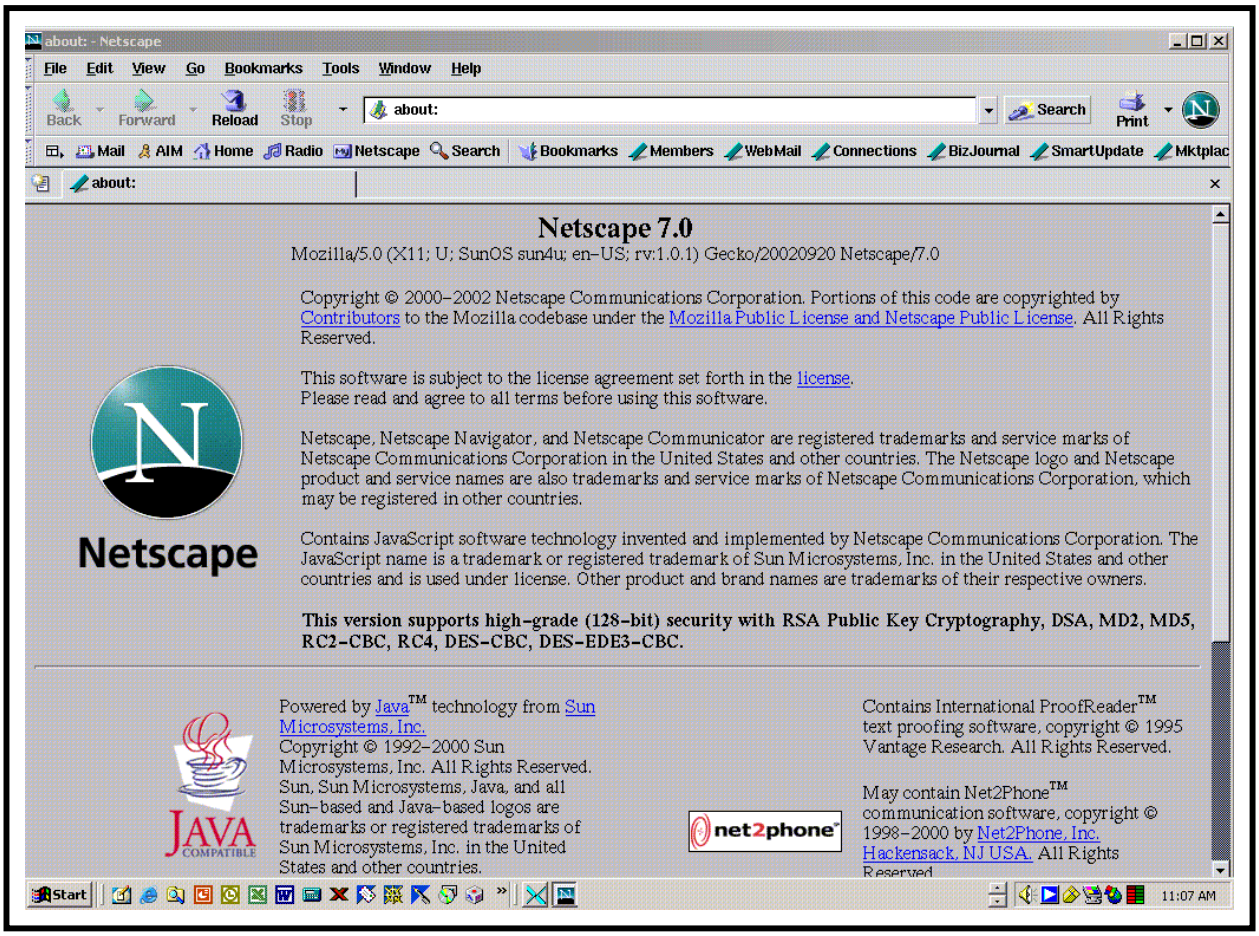

Figure 21. Netscape Web Browser

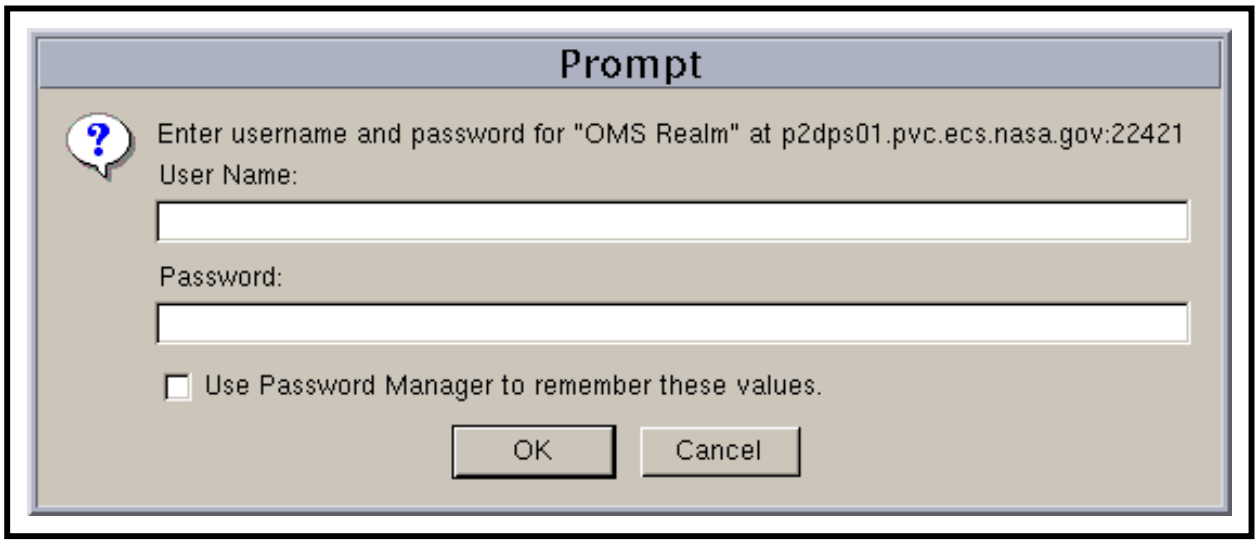

Figure 22. Security Login Prompt

7 Click on the appropriate button from the following selections:

- **OK** - to complete the log-in and dismiss the dialogue box.
  - The dialogue box is dismissed.
  - The **Order Manager Page** [“**Home” Page**] (Figure 23) is displayed.
- **Cancel** - to dismiss the dialogue box without logging in.
  - The dialogue box is dismissed.
  - The Netscape web browser (Figure 21) is displayed.

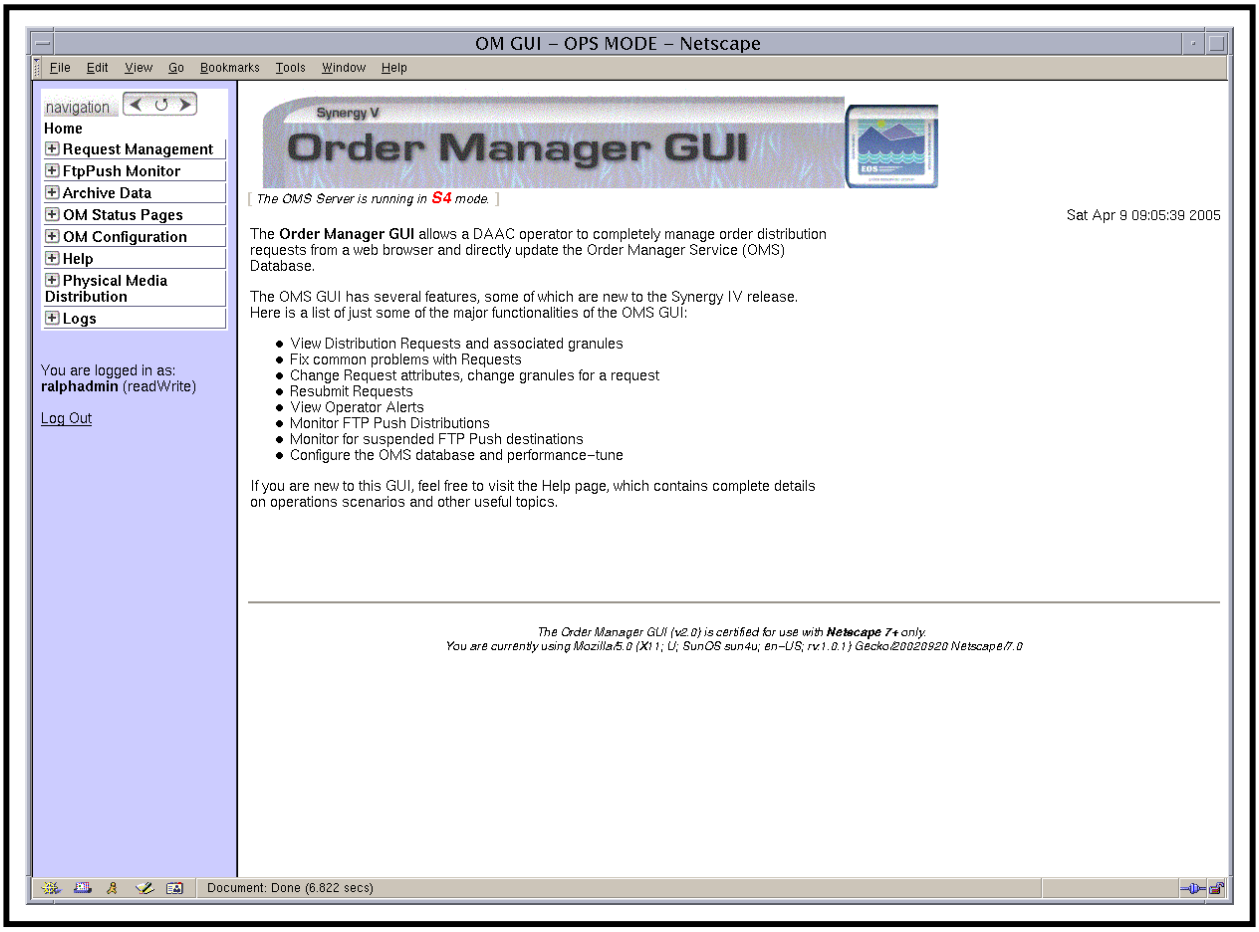

Figure 23. Order Manager Page ["Home" Page]

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Monitoring/Controlling Order Manager Operations

Order Manager Activities

Order Manager activities in which the Distribution Technician is likely to be involved are performed using the following **OM GUI** pages:

- **Request Management.**
  - **Open Interventions.**
  - **HEG Interventions.**
  - **Completed Actions & Interventions.**
  - **Distribution Requests.**
  - **FTP Push Requests.**
  - **Staging Requests.**
  - **Operator Alerts.**
- **FtpPush Monitor.**
  - **FTP Push Requests.**
  - **Suspended Destinations.**
- **Archive Data.**
  - **Historical Distribution Requests.**
- **OM Status Pages.**
  - **OM Queue Status.**
  - **HEG Order Status.**
  - **Staging Status:**
    - **Media Type.**
    - **FTP Push Destination.**
  - **Pending HEG Granules.**

- **OM Configuration.**
  - **Aging Parameters.**
  - **Server/Database.**
    - **[All].**
    - **[queue parms].**
    - **[cleanup parms].**
    - **[email parms].**
    - **[staging parms].**
    - **[partition parms].**
    - **[misc. parms].**
    - **[HEG parms].**
  - **Media.**
  - **Media Creation.**
  - **FTP Push Policy.**
- **Help.**
  - **About HelpOnDemand.**
  - **Help.**
- **Physical Media Distribution.**
  - **Open Interventions.**
  - **Device Configuration.**
  - **Printer Configuration.**
  - **PM Configuration.**
  - **Reports.**
  - **Media Creation Actions.**
- **Logs.**
  - **OM GUI Log Viewer.**

The full-capability operator performs the following tasks when monitoring and controlling Order Manager operations using the **OM GUI**:

- **Viewing Open Intervention Information on the OM GUI**
- **Setting Refresh Options on OM GUI Pages**
- **Responding to an Open Intervention**
- **Monitoring/Controlling Distribution Request Information on the OM GUI**
- **Filtering Data Displayed on the Distribution Requests Pages**
- **Changing the Priority of a Distribution Request Using the OM GUI**
- **Suspending, Resuming, Canceling, Resubmitting, or Stopping a Distribution Request Using the OM GUI**
- **Editing Values Assigned to FtpPush Parameters**
- **Annotating a Physical Media Distribution (PMD) Request from the Distribution Request Details Page**
- **Viewing Open HEG Intervention Information on the OM GUI**
- **Responding to an Open HEG Intervention**
- **Viewing Pending HEG Granules**
- **Viewing Operator Alerts on the OM GUI**
- **Viewing Completed Operator Actions and Interventions on the OM GUI**
- **Filtering Data Displayed on the Completed Operator Actions and Interventions Page**
- **Viewing Historical Distribution Requests on the OM GUI**
- **Viewing and Responding to Suspended FTP Push Distribution Destinations**
- **Viewing and Responding to Destination Details on the OM GUI**
- **Checking/Modifying OM Queue Status**
- **Checking/Modifying HEG Order Status**
- **Checking Staging Status**
- **Checking/Modifying Values Assigned to Aging Parameters**
- **Checking/Modifying Values Assigned to OMS Server or Database Parameters**
- **Checking/Modifying Values Assigned to Media Parameters**
- **Checking/Modifying Values Assigned to Media Creation Parameters**

- **Checking/Modifying FTP Push Policy Configuration**
- **Adding Destinations to the Frequently Used Destinations List**
- **Modifying Values Assigned to Parameters of Frequently Used Destinations**
- **Viewing the OM GUI Log**
- **Viewing PMD Open Intervention Information on the OM GUI**
- **Responding to a PMD Open Intervention**
- **Checking/Modifying PMD Device Configuration**
- **Filtering Data Displayed on the PMD Device Configuration Page**
- **Checking/Modifying PMD Printer Configuration**
- **Checking/Modifying PMD Production Module Configuration**
- **Checking PMD Reports**
- **Monitoring/Controlling PMD Media Creation Using the OM GUI**
- **Activating PMD Requests**
- **Failing a PMD Request**
- **Annotating a PMD Action**
- **Confirming Mount Media for PMD**
- **Failing Mount Media for PMD**
- **Confirming Media Collection Complete for PMD**
- **Failing PMD Media Collection**
- **Activating QC for PMD Requests**
- **Marking PMD Request Shipped**
- **Confirming PMD Media Dismounted**
- **Confirming PMD Package Assembled**
- **Marking PMD Package Not Assembled**
- **Printing PMD Outputs**
- **Using the OM PDS Cleanup Manager**

Viewing Open Intervention Information on the OM GUI

The **Open Interventions** page (Figure 24) provides the full-capability operator with a means of viewing and responding to open interventions. (The limited-capability operator can view but cannot work on (respond to) open interventions.)

The procedure for viewing open intervention information on the **OM GUI** starts with the following assumptions:

- All applicable servers are currently running.
- The **OM GUI** has been launched [e.g., as described in the procedure for **Launching the Order Manager GUI** (preceding section of this lesson)].

Viewing Open Intervention Information on the OM GUI

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1 If it has not been expanded already, click on the **Request Management** link in the navigation frame of the **OM GUI**.

- The **Request Management** menu is expanded.

2 Click on the **Open Interventions** link in the navigation frame of the **OM GUI**.

- The **Open Interventions** page (Figure 24) is displayed.
- The **Listing** table has the following columns:
  - **Order Id.**
  - **Request Id.**
  - **Media.**
  - **Status.**
  - **Worked by.**
  - **Created.**
  - **Acknowledged.**
  - **Explanation(s).**

3 Observe information displayed in the **Listing** table of the **Open Interventions** page.

- The **Show _____ rows at a time** window provides a means of selecting the maximum number of rows of data to be displayed at a time.
  - For example, if **Show _____ rows at a time** is being displayed, selecting **50** from the option button would result in the display of a page of data containing up to 50 rows of data.

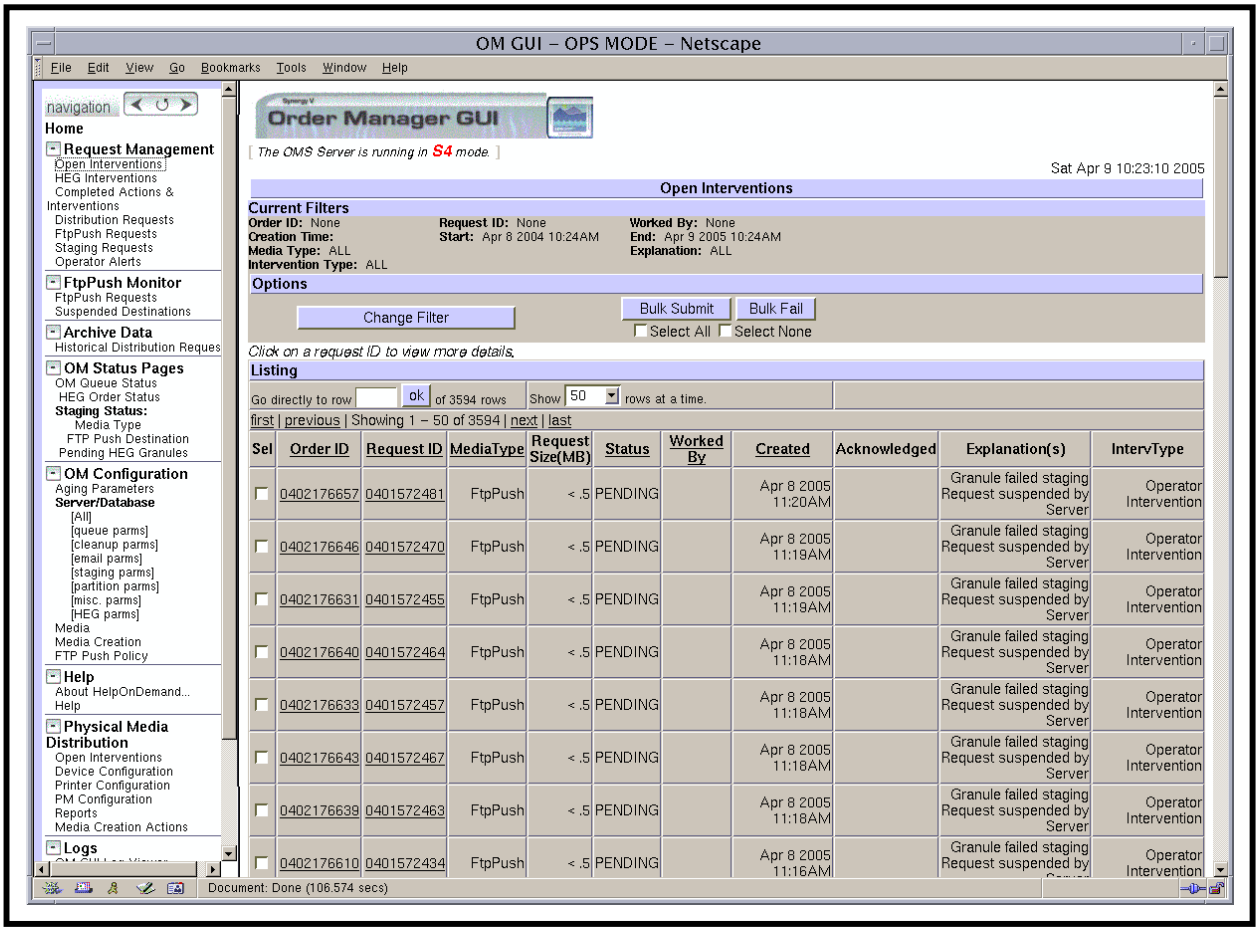

Figure 24. Open Interventions Page

- Clicking on a link (underlined word) in the column header row of the table causes table contents to be sorted on that column.
  - For example, clicking on the **Created** link causes the table to be organized by "Creation Time," with the most recent request requiring intervention in the top row of the table.
- Clicking on a specific Order ID brings up a screen containing more detailed data concerning that particular order.
  - The **ECS Order** page (Figure 25) displays the following types of data concerning the order:
    - **Request ID(s).**
    - **Order Type.**
    - **Order Source.**

- **Ext. RequestId.**
- **Receive Date.**
- **Last Update.**
- **Description.**
- **Start Date.**
- **User ID.**
- **Status.**
- **Ship Date.**
- **Order Home DAAC.**

– If the order is a bundled order (Order Type "Bundled Order" or "BO"), the **ECS Order** page includes a link to the **Spatial Subscription Server GUI**.

– Clicking on the ← icon in the **OM GUI** navigation frame causes the **Open Interventions** page to be redisplayed.

- Clicking on a specific Request ID in the **Listing** table of the **Open Interventions** page brings up a screen containing detailed data concerning the intervention for that particular request (refer to Steps 3 and 4).
- Horizontal and vertical scroll bars appear when necessary to allow viewing data that are not readily visible in the window.
- If **AutoRefresh** is **ON**, the **Open Interventions** page refreshes automatically as often as specified in the **Refresh screen every *x* minutes** window.

  – If a different refresh option is preferred, perform the procedure for **Setting Refresh Options on OM GUI Pages** (subsequent section of this lesson).

- To manually update (refresh) the data on the screen, click on the ↻ icon in the **OM GUI** navigation frame.
- The Netscape browser **Edit → Find in Page** menu provides a means of performing a keyword search of the data currently being displayed on the screen.
- The **first**, **previous**, **next**, and **last** links provide means of displaying additional pages of data.

4 Click on a specific Request ID in the **Listing** table of the **Open Interventions** page to bring up a screen containing detailed data concerning the intervention for that particular request.

- For example, clicking on Request ID **0401572481** brings up an **Open Intervention Detail** page (i.e., **Intervention for Request 0401572481**) (Figure 26).

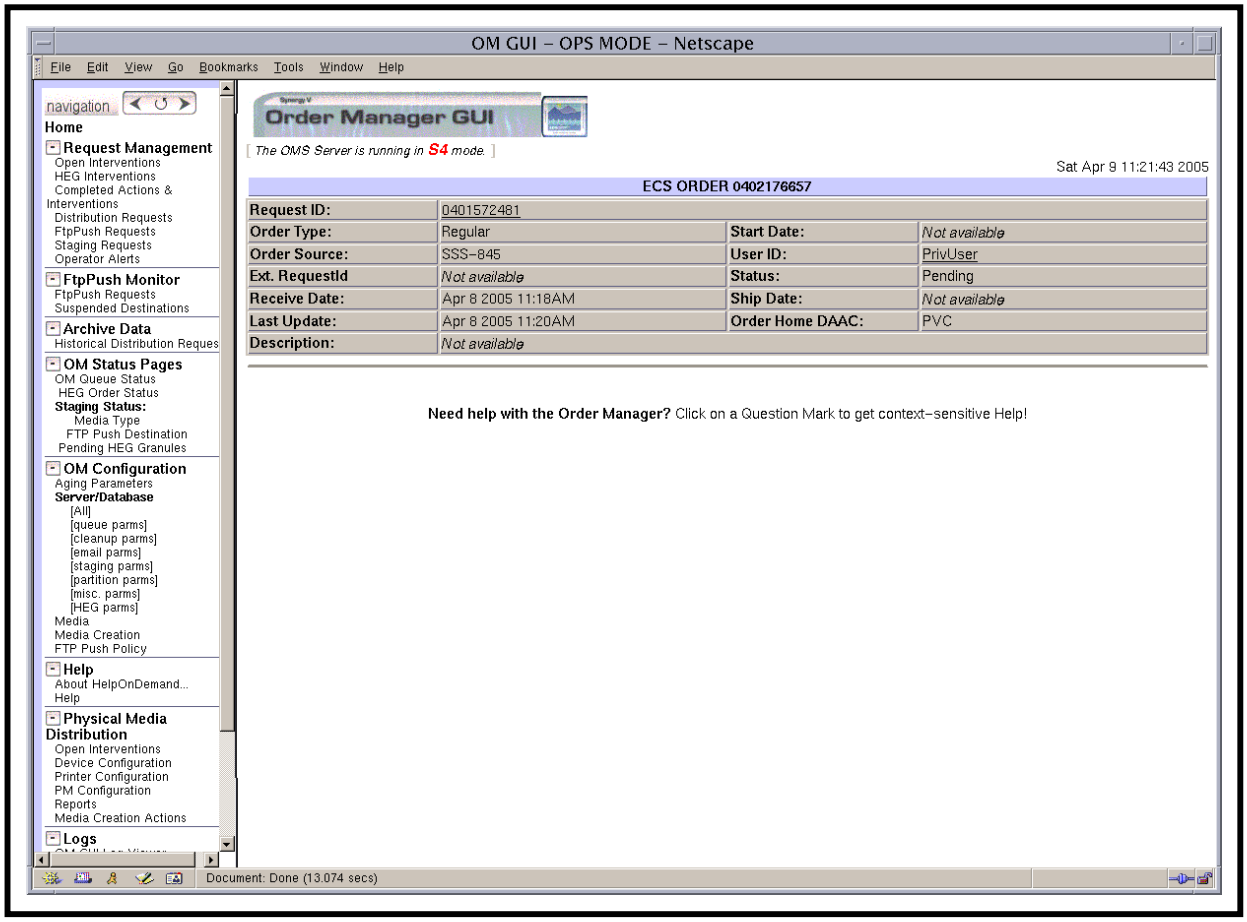

Figure 25. ECS Order Page

5 Observe information displayed on the **Open Intervention Detail** page (Figure 26).

- The following items are displayed on the **Open Intervention Detail** page (Figure 26).
  - **User ID.**
  - **email.**
  - **Order ID.**
  - **Request ID.**
  - **Size (est, MB).**
  - **Media Type.**
  - **Priority.**
  - **Explanation(s).**

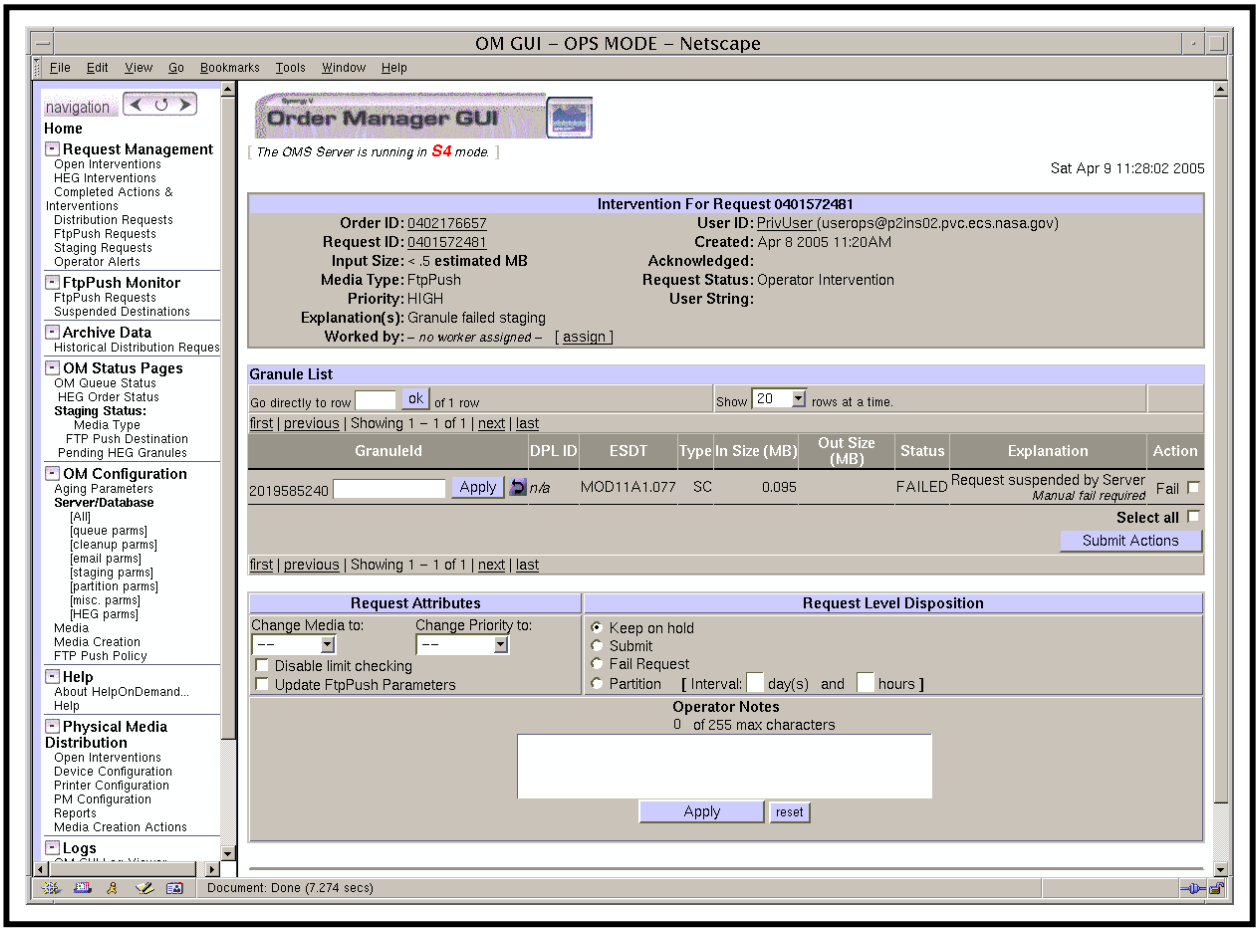

Figure 26. Open Intervention Detail (Intervention for Request X) Page

- **Worked by.**
- **Created.**
- **Acknowledged.**
- **Status.**
- **User String:**
- **Worked by:**
- **assign** link or **change** link.
- **Granule List.**
  - **DBID**, text box (for entering new DBID), and **Apply** button (if applicable).
  - **ESDT *Type*.**

- **Size (MB).**
- **Status.**
- **Explanation.**
- **Action.**
- **Fail** button(s) (if applicable).

– **Request Attributes.**

- **Change Media to:** option button.
- **Change Priority to:** option button.
- **Disable limit checking** box.
- **Update FtpPush Parameters** box (if applicable; i.e., if the current distribution medium is ftp push).

– **Request Level Disposition.**

- **Keep on hold.**
- **Submit.**
- **Fail Request.**
- **Partition**
- (Partition) **Interval:** ***d*** **days** ***h*** **hours** boxes.

– **OPERATOR NOTES**.

- Text box (for entering comments).

– **Apply** button.

– **Reset** button.

- Clicking on the ← icon in the **OM GUI** navigation frame causes the **Open Interventions** page to be redisplayed.

6 To work on the intervention being displayed on the **Open Intervention Detail** page, perform the procedure for **Responding to an Open Intervention** (subsequent section of this lesson).

7 To view the details of another open intervention first click on the ← icon in the **OM GUI** navigation frame then return to Step 2.

- The **Open Intervention Detail** page (Figure 26) is dismissed.
- The **Open Interventions** page (Figure 24) is displayed.

8 To start the process of logging out (if applicable) click on the **Log Out** link in the navigation frame of the **OM GUI**.

- A log-out dialogue box containing the message "Are you sure you want to log out? This will close your browser." is displayed.

9 To complete the process of logging out (when applicable) click on the appropriate button from the following selections:

- **OK** - to dismiss the dialogue box and complete the log-out.
  - The dialogue box is dismissed.
  - The Netscape browser is dismissed.
- **Cancel** - to dismiss the dialogue box without logging out.
  - The dialogue box is dismissed.
  - The **OM GUI** is displayed.

Setting Refresh Options on OM GUI Pages

Buttons at the bottom of **OM GUI** pages provide the Distribution Technician (whether full-capability or limited capability operator) with a means of setting refresh options.

The procedure for setting refresh options starts with the following assumptions:

- All applicable servers are currently running.
- The **OM GUI** has been launched.
- One of the following **OM GUI** pages is being displayed:
  - **Open Intervention.**
  - **Distribution Requests.**
  - **FTP Push Distribution Requests.**
  - **Staging Distribution Requests.**
  - **Operator Alerts.**
  - **OM Queue Status.**
  - **Staging Status by Media Type.**
  - **Staging Status by FTP Push Destination.**

1 Observe the **AutoRefresh Control Panel** at the bottom of the **OM GUI** page.

- One of the following **AutoRefresh** statuses is displayed:
  - **ON.**
  - **OFF.**

2 If applicable, click on the appropriate radio button in the **AutoRefresh Control Panel** at the bottom of the **OM GUI** page.

- The following **AutoRefresh** options are available:
  - **on.**
    - It is useful to "auto refresh" when working with current orders/requests that are expected to change status at any time and it is desirable to see the new status right away.
  - **off.**
    - It is useful to suspend refresh when a large volume of orders/requests is being processed and it is desirable to preserve the orders/requests displayed on the current screen.

3 To change the refresh rate (assuming **AutoRefresh** is **ON**), click on the **Refresh screen every *x* minutes** option button to display a menu of numbers of minutes then click on the desired selection.

- The following choices are available:
  - **1.**
  - **5.**
  - **10.**
  - **15.**
  - **30.**
  - **45.**
  - **60.**
- Selected number is displayed in the **Refresh screen every *x* minutes** window.

4 Return to the procedure that recommended setting refresh options on **OM GUI** pages.

Responding to an Open Intervention

The **Open Intervention Detail** page (Figure 26) provides the full-capability operator with a means of performing the following kinds of interventions (limited-capability operators are not allowed to work on open interventions):

- Select a different granule to replace a granule that is unavailable.
- Fail selected granule(s).
- Disable limit checking.
- Change the distribution medium for a request.
- Resubmit a request.
- Fail a request.
- Partition (divide) a request.

NOTE: The response to an intervention may require coordination between the Distribution Technician and a User Services representative, especially when determining a more suitable type of distribution medium, selecting a replacement granule, or taking any other action that would require contacting the person who submitted the order. In fact, depending on the circumstances and DAAC policy it may be appropriate for User Services to assume responsibility for the eventual disposition of some interventions.

The procedure for responding to an open intervention starts with the following assumptions:

- All applicable servers are currently running.
- The **OM GUI** has been launched [e.g., as described in the procedure for **Launching the Order Manager GUI** (preceding section of this lesson)].
- The **Open Intervention Detail** page (Figure 26) is being displayed on the **OM GUI**.
  - If the **Open Intervention Detail** page (Figure 26) is not being displayed on the **OM GUI**, go to the procedure for **Viewing Open Intervention Information on the OM GUI** (preceding section of this lesson).

Responding to an Open Intervention

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1 Observe the information displayed in the **Worked by** column of the **Open Intervention Detail** page (Figure 26).

- If the **Open Intervention Detail** page (Figure 26) is not being displayed on the **OM GUI**, go to the procedure for **Viewing Open Intervention Information on the OM GUI** (preceding section of this lesson).

- If someone is already working on the intervention, that person is identified in the **Worked by:** field of the **Open Intervention Detail** page.
  - In general working on an intervention is left to the person who has already been signed up to work on it unless the change is coordinated with that person or they are going to be unavailable (e.g., due to illness or vacation).
- If necessary (e.g., due to illness, vacation, or prior coordination), it is possible to override the assignment of a person to work on an intervention.

2 To assign oneself to work on the intervention, first click on the **assign** or **change** link in the **Worked by:** field on the **Open Intervention Detail** page.

- If someone has been assigned to work on the intervention a **change** link is displayed; if no one has been assigned to work on the intervention an **assign** link is displayed.
- Clicking on the assign or change link causes a text box to be displayed.

3 To continue the process of assigning oneself to work on the intervention, type the appropriate user ID in the text box displayed beside the **assign** or **change** link in the **Worked by:** field.

4 To continue the process of assigning oneself to work on the intervention, click on the green button with the checkmark next to the text box in the **Worked by:** field.

5 If no granule in the request is to be "failed" or if all granules in the request are to be "failed," skip Steps 6 through 11 and go to Step 12.

6 If a granule is to be replaced (e.g., because of an "Invalid UR/Granule Not Found" entry in the **Explanation** column of the **Granule List**), first type the Database ID (DBID) of the replacement granule in the **DBID** text box.

- The DBID for a replacement granule can be determined by doing a search using the EDG.

7 To continue the process of specifying a replacement granule, click on the **Apply** button associated with the DBID.

- A dialogue box is displayed to confirm the change to the granule.

8 To continue the process of specifying a replacement granule, click on the appropriate button from the following selections:

- **OK** - to confirm the specification of a replacement granule and dismiss the dialogue box.
  - The dialogue box is dismissed.
  - The **Open Intervention Detail** page (Figure 26) is displayed.
- **Cancel** - to dismiss the dialogue box without specifying a replacement granule.
  - The dialogue box is dismissed.

– The **Open Intervention Detail** page (Figure 26) is displayed.

9 If a granule is to be "failed" (e.g., because of an "Invalid UR/Granule Not Found" entry in the **Explanation** column of the **Granule List**), click on the **Fail** button in **Action** column of the row for the granule in the **Granule List**.

- A dialogue box is displayed to confirm the change to the granule.

NOTE: **"**Failing" a granule is a permanent action and cannot be canceled after having been confirmed.

10 To continue the process of failing a granule, click on the appropriate button from the following selections:

- **OK** - to confirm the failure of the granule and dismiss the dialogue box.
  - The dialogue box is dismissed.
  - The **Open Intervention Detail** page (Figure 26) is displayed.
- **Cancel** - to dismiss the dialogue box without failing the granule.
  - The dialogue box is dismissed.
  - The **Open Intervention Detail** page (Figure 26) is displayed.

11 Repeat Steps 6 through 10 (as necessary) to replace or fail any additional granules.

12 If limit checking should be disabled, click on the **Disable limit checking** box.

- If the **Disable limit checking** attribute is selected and subsequently applied, the request size limit checking is disabled.
- The **Disable limit checking** option makes it possible to override the standard media capacity limits for a particular media type and is most likely to be applied to a non-physical media type (i.e., ftp push, ftp pull, or scp).
- The **Disable limit checking** option can be used to bypass the request size checks if the request was either too small or too large.

13 If the distribution medium should be changed, click on the option button associated with the **Change Media to:** box to display a menu of media then click on the desired selection.

- The following choices are available:
  - **- -.**
  - **FtpPull.**
  - **FtpPush.**
  - **CDROM.**
  - **DLT.**

- **DVD.**
- **8MM.**
- **scp.**

- Selected medium is displayed in the **Change Media to:** box.

14 If the priority of the request should be changed, click on the option button associated with the **Change Priority to:** box to display a menu of priorities then click on the desired selection.

- The following choices may be available (the current priority will not be listed):
  - **- -.**
  - **LOW.**
  - **NORMAL.**
  - **HIGH.**
  - **VHIGH.**
  - **XPRESS.**
- Selected priority is displayed in the **Change Priority to:** box.

15 If the values assigned to ftp push parameters should be changed, click on the **Update FtpPush Parameters** box.

- The **Update FtpPush Parameters** option appears when applicable (i.e., when the current distribution medium for the request is ftp push).
  - The **Update FtpPush Parameters** option provides a means of editing the existing ftp push information when the intervention is closed.

16 If a note should be entered concerning the request (e.g., the reason for making a particular type of intervention), type the applicable text in the **OPERATOR NOTES** text box.

17 To select the disposition for the request click on the appropriate button from the following selections:

- **Keep on hold** - to delay applying any intervention action (keep the intervention open) and dismiss the **Open Intervention Detail** page.
  - Placing an intervention on hold does not allow changing the request's attributes, but saves the operator notes and allows opening the intervention at a later time (essentially, the intervention is being “saved”).
- **Submit** - to apply the intervention actions (if any) specified in the **Granule List** and **Request Attributes** sections of the **Open Intervention Detail** page and dismiss the **Open Intervention Detail** page.

- **Fail Request** - to fail the entire request (including all granules) and dismiss the **Open Intervention Detail** page.
- **Partition** - to start the process of partitioning a request that exceeds maximum request size.

18 If the **Partition** button was selected in the preceding step and distribution of the granules should be spread over a period of time, type the appropriate values in the **day(s)** and/or **hours** text box(es) to specify the time period.

NOTE: There are **Apply** and **Reset** buttons at the bottom of the **Open Intervention Detail** page. The **Reset** button does not cancel any changes made to the request or changes made to the DBIDs (changed or failed). It simply resets the form buttons for the **Request Level Disposition** section to their original states.

19 Click on the **Apply** button.

- A **Close Confirmation** page (Figure 27) is displayed.
  - The **Close Confirmation** page displays the actions to be taken; for example, the following types of actions may be listed:
    - **Disposition** [e.g., keep on hold, submit, fail, or partition].
    - **Limit Checking Disabled** [yes, no, or blank].
    - **New Media** [no, yes: (type), or blank].
    - **New Priority** [no, yes: (type), or blank].
  - If the intervention involved changing the medium from an electronic medium to a physical medium, text boxes for entering the following types of shipping information are displayed on the **Close Confirmation** page (as shown in Figure 28):
    - **Address 1**.
    - **Address 2**.
    - **Address 3**.
    - **City**.
    - **State/Province**.
    - **Country**.
    - **Zip/Postal Code**.

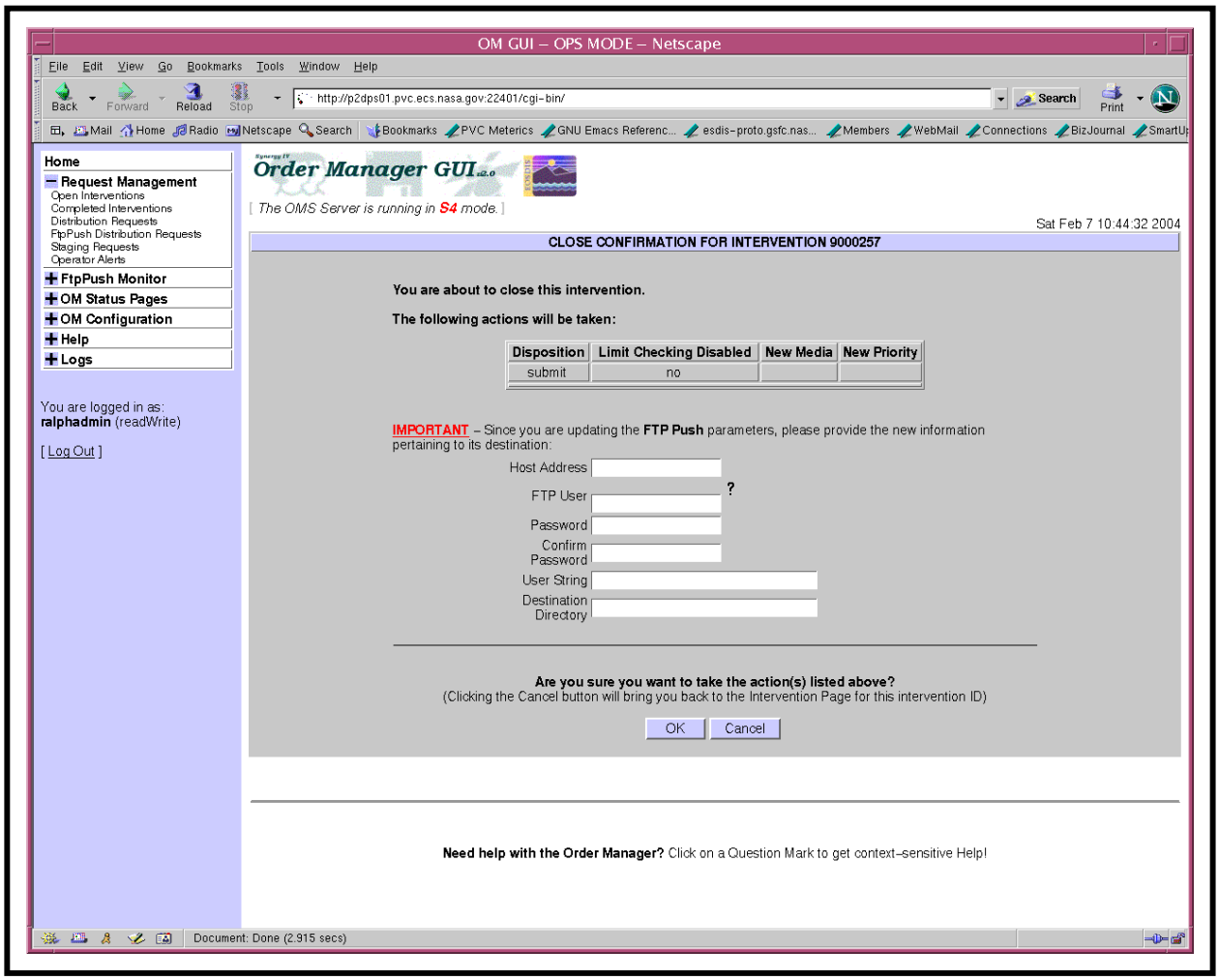

Figure 27. Close Confirmation (CLOSE CONFIRMATION FOR INTERVENTION X) Page (FTP Push)

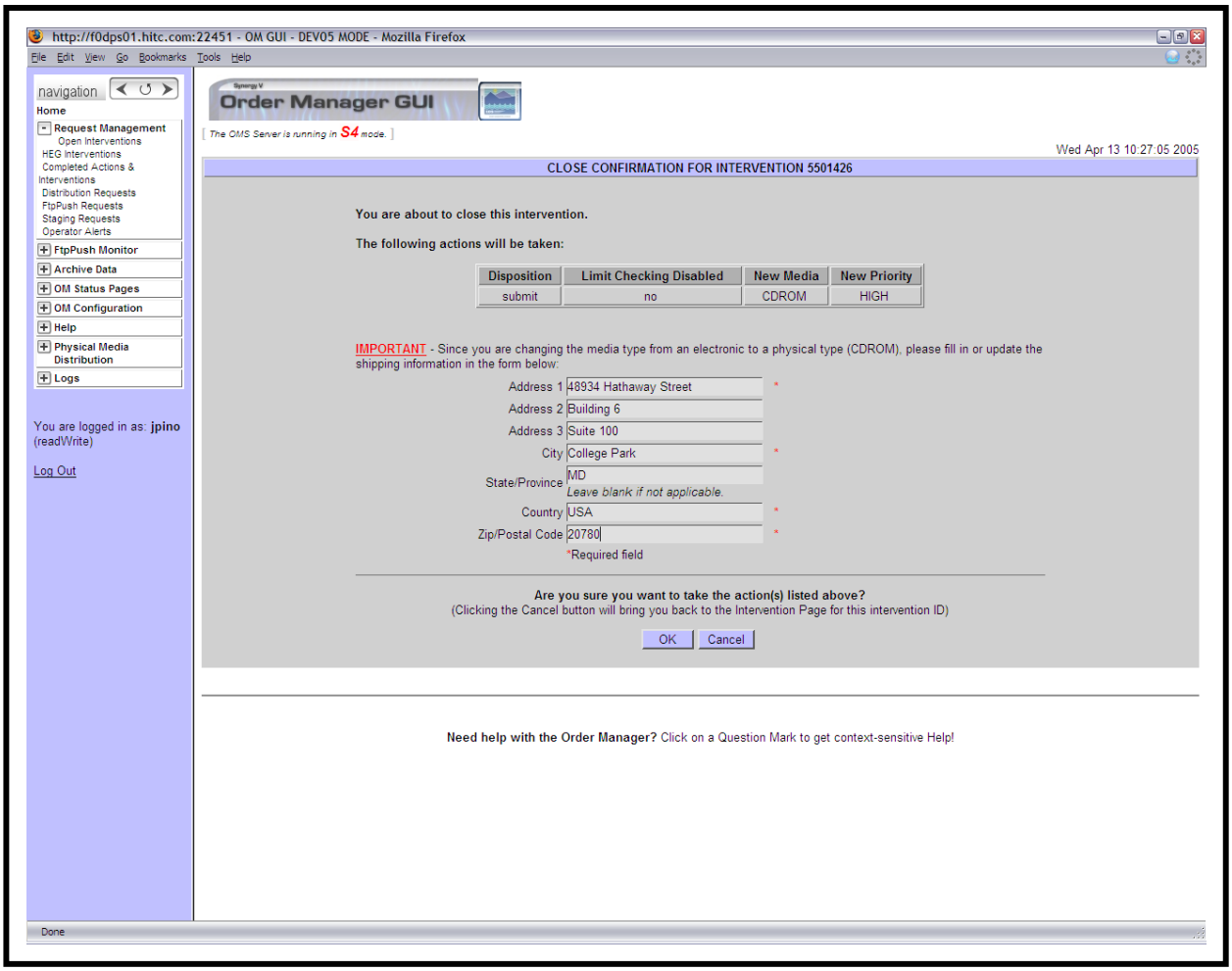

Figure 28. Close Confirmation (CLOSE CONFIRMATION FOR INTERVENTION X) Page (PMD)

– If the intervention involved changing the medium to ftp push or updating the values assigned to ftp push parameters, text boxes for the following ftp push parameters are displayed on the **Close Confirmation** page:

  · **Ftp node** [Destination host name].

  · **Ftp Address** [FTP user name].

  · **Password**.

  · **Confirm Password**.

  · **User String** [message to be sent to the user].

– **Destination Directory** [full path].

- If it was necessary to fail a request or granule(s) within a request, partition a request, or modify the granules in a request, the **Close Confirmation** page includes options for either appending additional text to the default e-mail message to be sent to the requester or choosing not to send an e-mail message to the requester.
  - An **Additional e-mail text** text box for appending text (if desired) to the standard e-mail text is displayed on the **Close Confirmation** page (as shown in Figure 29).
  - A **Don't send e-mail** box to suppress the sending of an e-mail message is displayed on the **Close Confirmation** page.

20 If the intervention involved changing the medium from an electronic medium to a physical medium, type appropriate values in the following text boxes:

- **Address 1.**
- **Address 2.**
- **Address 3.**
- **City.**
- **State/Province.**
- **Country.**
- **Zip/Postal Code.**

21 If the intervention involved changing the medium to ftp push or updating the values assigned to ftp push parameters, perform the procedure for **Editing Values Assigned to FtpPush Parameters** (subsequent section of this lesson).

22 If the intervention involved failing a request or granule(s) within a request, partitioning a request, or modifying the granules in a request, and additional text is to be appended to the corresponding standard e-mail text, type the appropriate text in the **Additional e-mail text** text box on the **Close Confirmation** page.

23 If the intervention involved failing a request or granule(s) within a request, partitioning a request, or modifying the granules in a request, and no e-mail message is to be sent, click on the **Don't send e-mail** box on the **Close Confirmation** page to suppress the sending of an e-mail message indicating request/granule failure.

- Unless the **Don't send e-mail** box is checked, an e-mail message indicating request/granule failure will be sent to the requester.

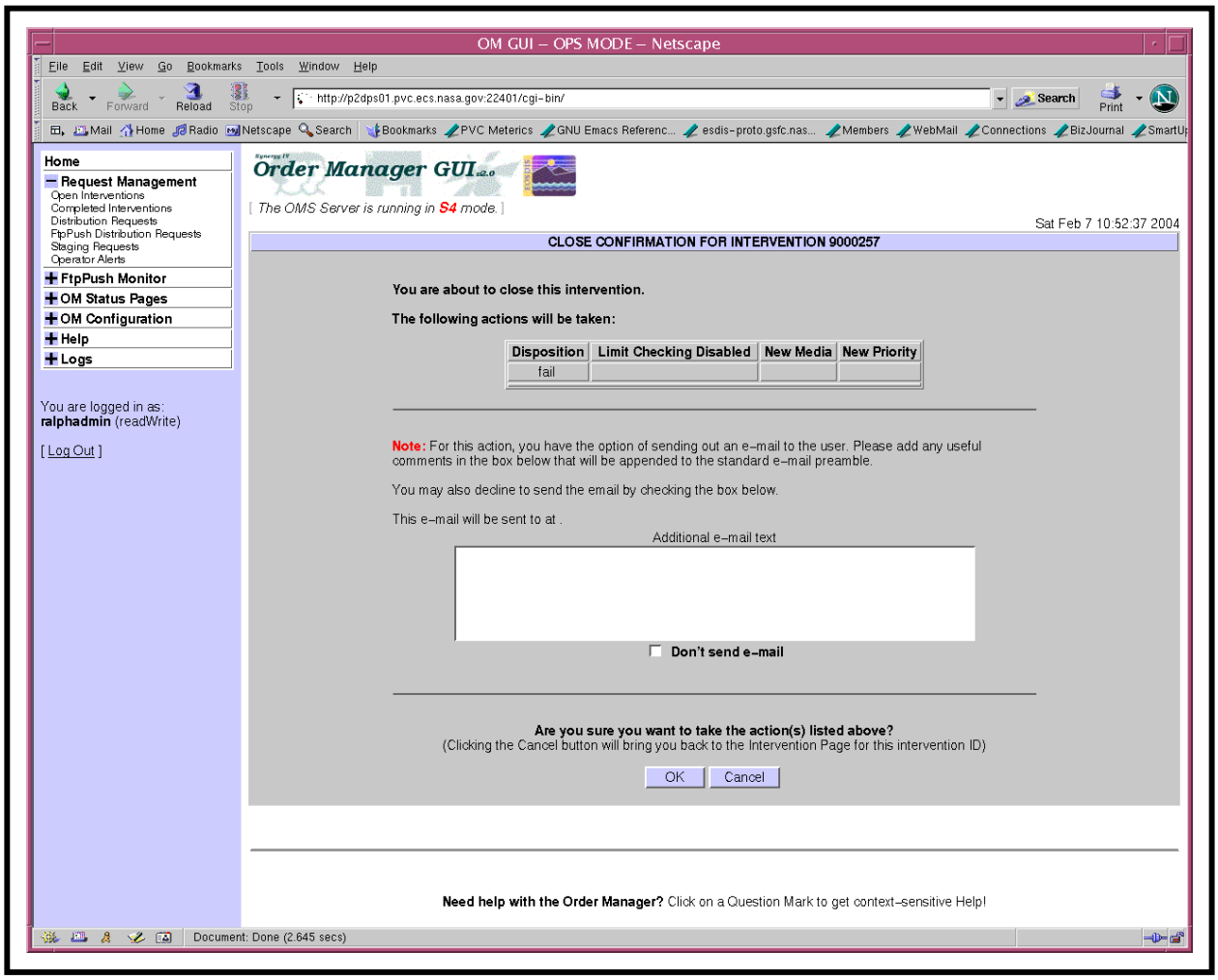

Figure 29. Close Confirmation Page Showing Additional E-Mail Text Box

24 Click on the appropriate button from the following selections:

- **OK** - to apply the specified intervention actions (if any) and dismiss the **Close Confirmation** page.
  - The **Close Confirmation** page is dismissed.
  - An **Intervention Closed** page (Figure 30) is displayed
- **Cancel** - to dismiss the **Close Confirmation** page without applying the specified intervention actions.
  - The **Close Confirmation** page is dismissed.
  - A warning dialogue box (Figure 31) is displayed with the message "WARNING: The disposition and actions you have taken for this intervention will be lost. Continue?"

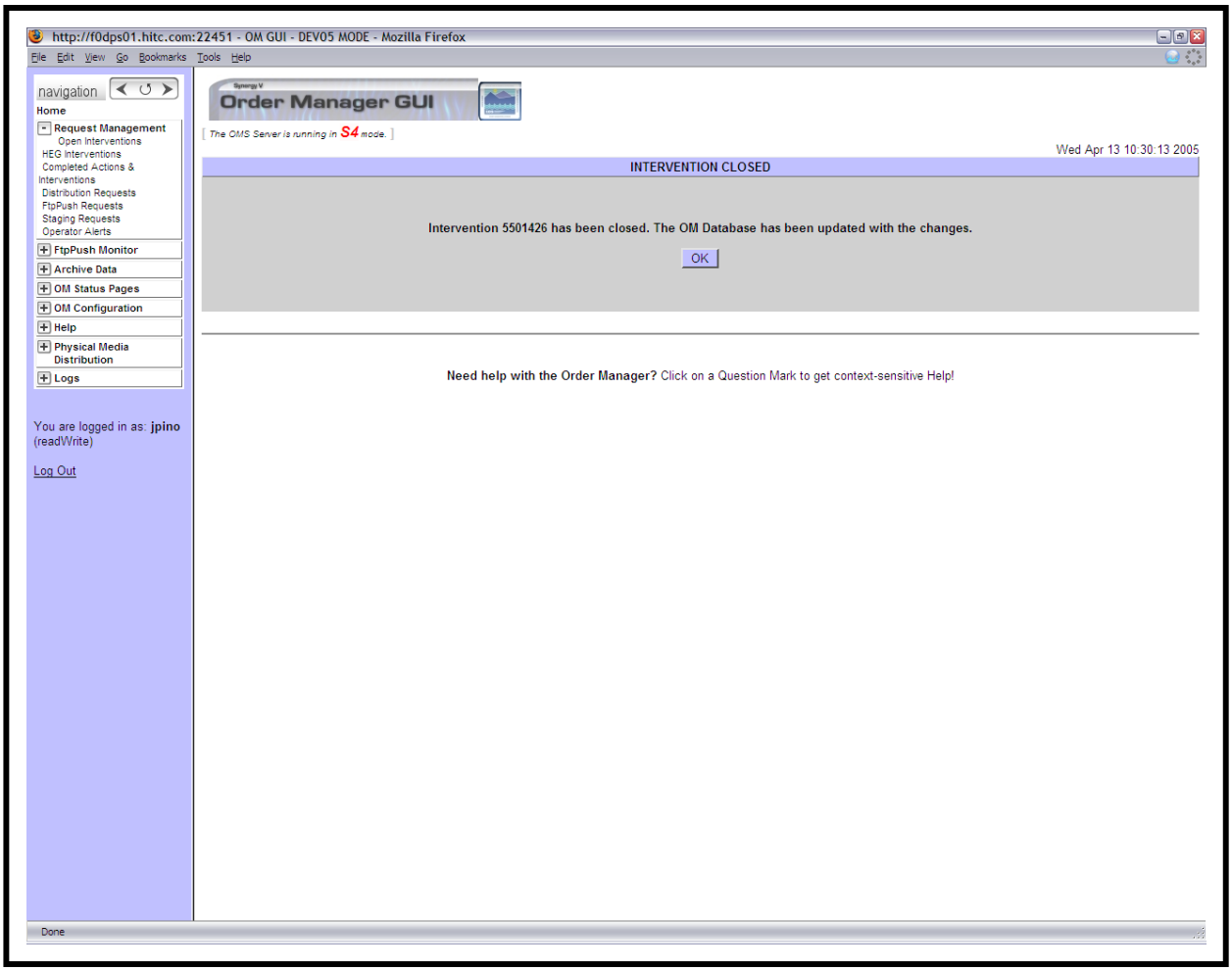

Figure 30. Intervention Disposition Page

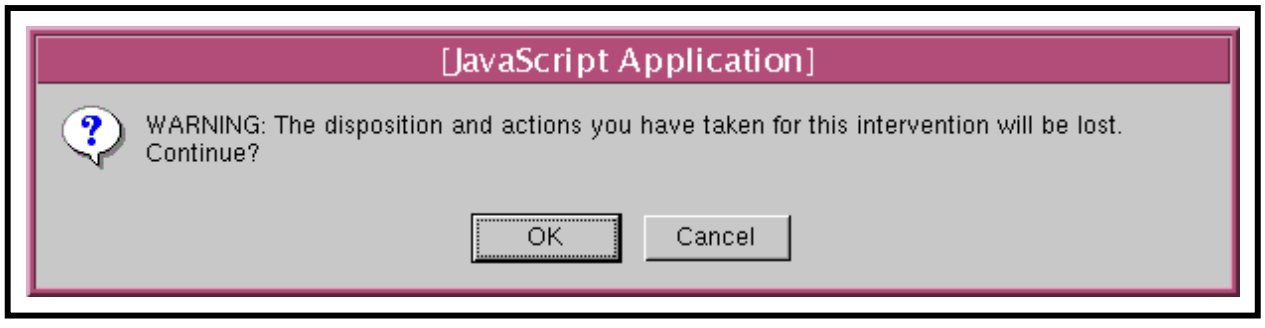

Figure 31. Continue Question Dialogue Box

25 If a warning dialogue box is displayed with the message "WARNING: The disposition and actions you have taken for this intervention will be lost. Continue?" click on the appropriate button from the following selections:

- **OK** - to dismiss the warning dialogue box and the **Close Confirmation** page and return to the **Open Intervention Detail** page (Figure 26).
- **Cancel** – to dismiss the warning dialogue box and return to the **Close Confirmation** page (Figure 27).

26 To exit from the **Intervention Closed** page (Figure 30), click on the **OK** button.

- The **Intervention Closed** page (Figure 30) is dismissed.
- The **Open Interventions** page (Figure 24) is displayed.

27 To start the process of logging out (if applicable) click on the **Log Out** link in the navigation frame of the **OM GUI**.

- A log-out dialogue box containing the message "Are you sure you want to log out? This will close your browser." is displayed.

28 To complete the process of logging out (when applicable) click on the appropriate button from the following selections:

- **OK** - to dismiss the dialogue box and complete the log-out.
  - The dialogue box is dismissed.
  - The Netscape browser is dismissed.
- **Cancel** - to dismiss the dialogue box without logging out.
  - The dialogue box is dismissed.
  - The **OM GUI** is displayed.

Monitoring/Controlling Distribution Request Information on the OM GUI

The following three **OM GUI** pages provide the full-capability operator with a means of viewing distribution request information on the **OM GUI** and a means of taking actions with respect to distribution requests:

- **Distribution Requests** page (Figure 32).
- **Staging Distribution Requests** page (Figure 33).
- **FtpPush Distribution Requests** page (Figure 34).

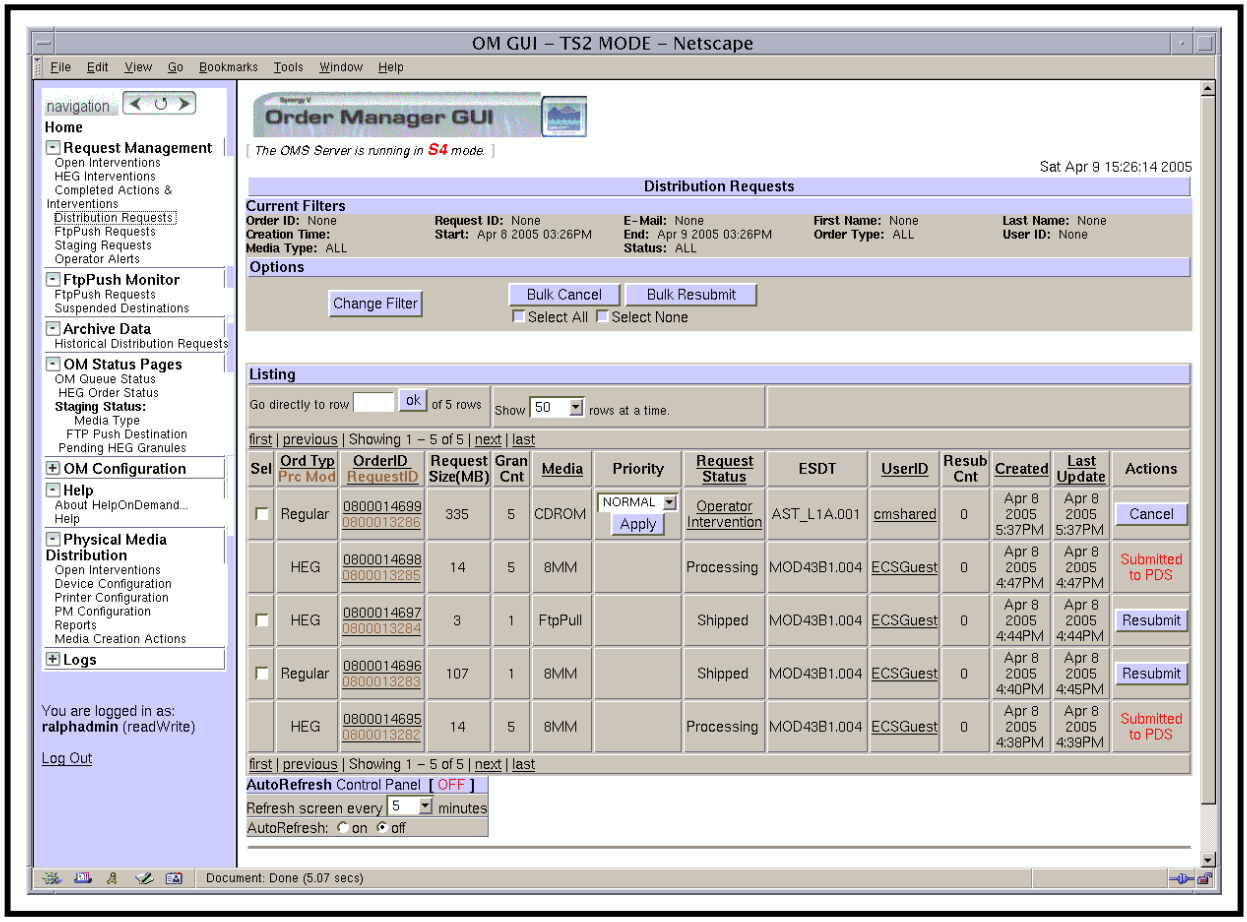

Figure 32. Distribution Requests Page

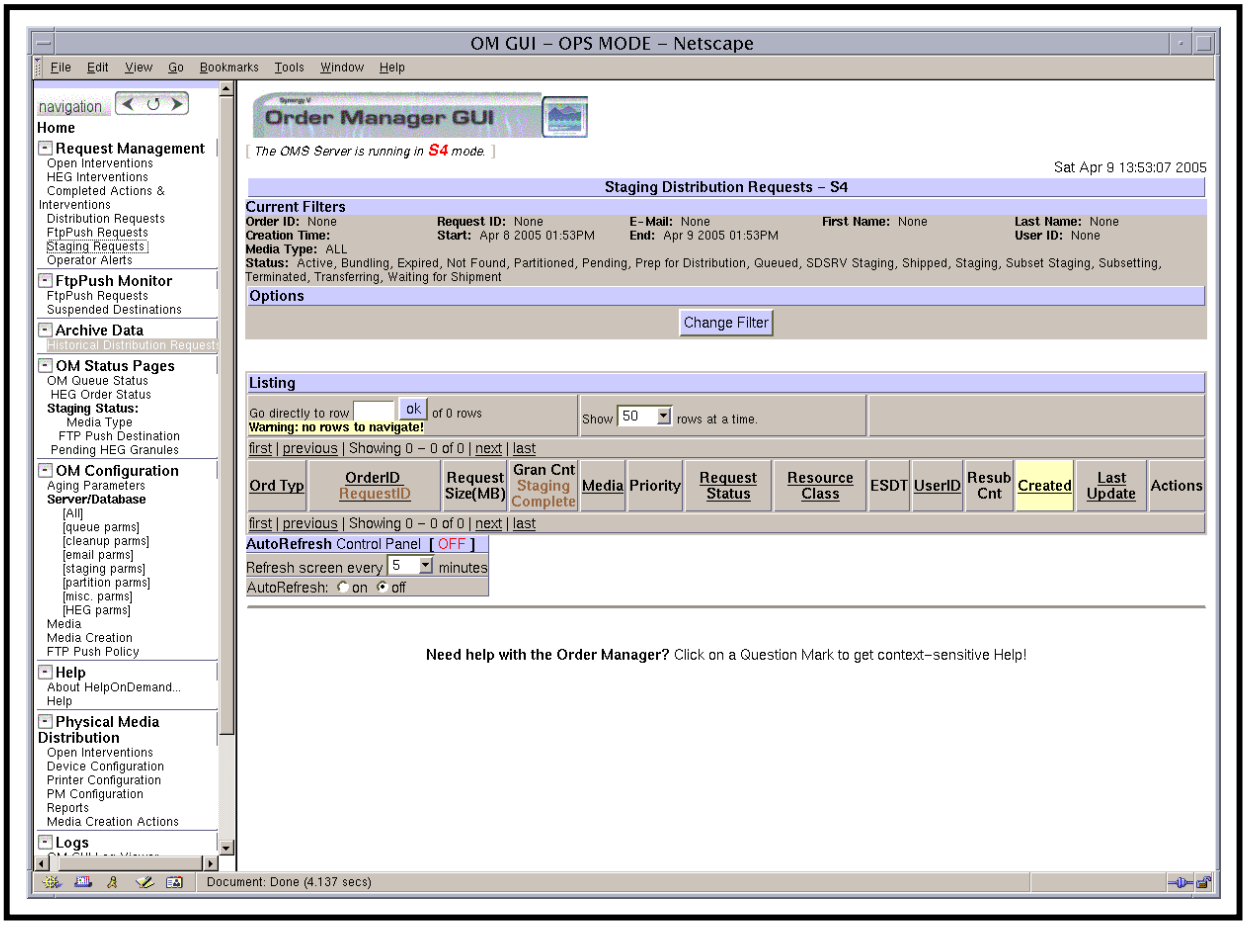

Figure 33. Staging Distribution Requests Page

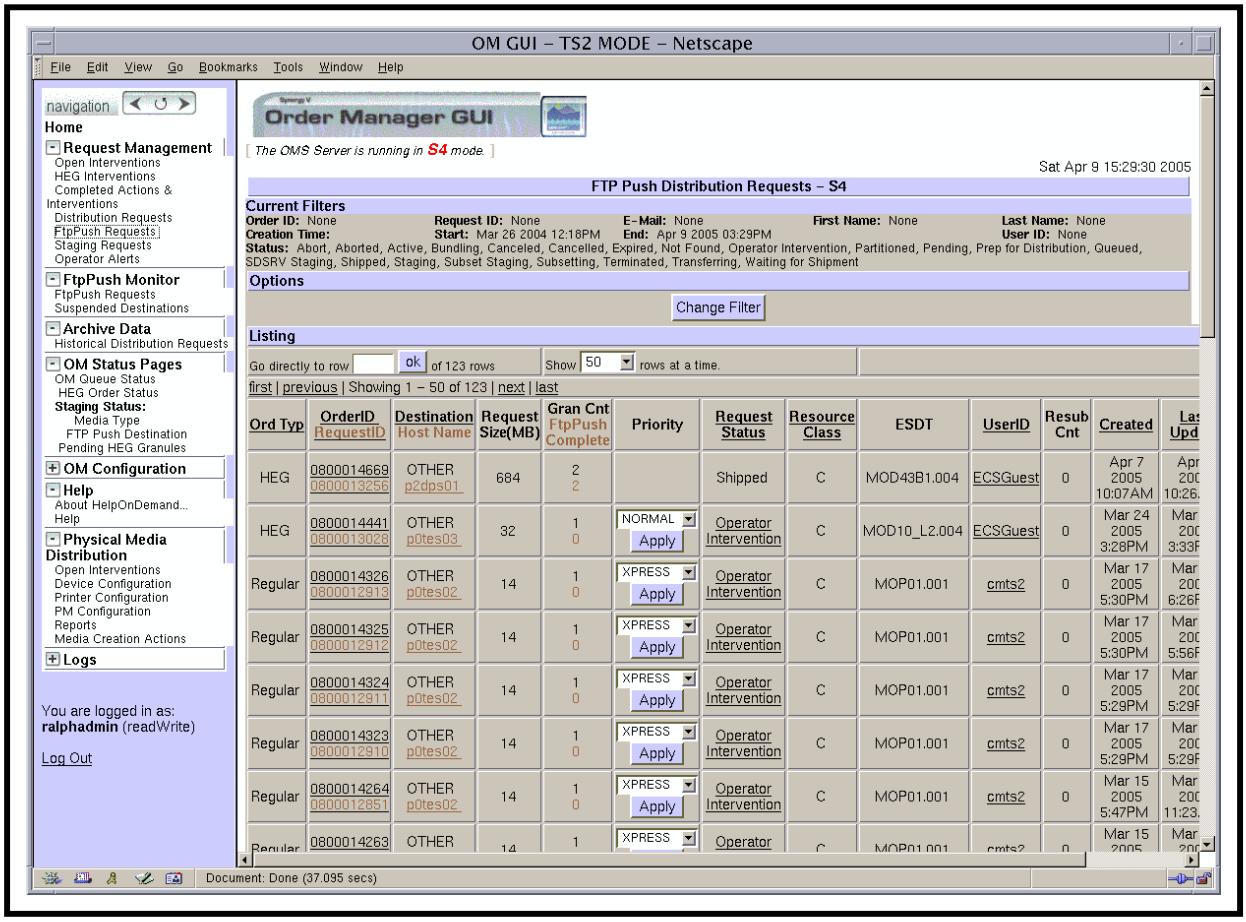

Figure 34. FtpPush Distribution Requests Page

The pages allow the full-capability operator to take the following kinds of actions with respect to distribution requests:

- Change the priority of a distribution request while granules for the request still need to be staged or while granules for the request still need to be pushed.
- Resubmit a request in a terminal state (e.g., aborted, cancelled, terminated, or shipped).
- Suspend a request that still needs to be staged or while granules for the request still need to be pushed.
- Resume a request that was suspended by the OM GUI operator or while the processing of new requests by the OMS is suspended.
- Cancel a request that is not in a terminal state and while granules for the request still need to be staged or pushed.

The limited-capability operator can use the **Distribution Requests** page to view distribution request information but is not allowed to take action on distribution requests.

The procedure for monitoring/controlling distribution request information on the **OM GUI** starts with the following assumptions:

- All applicable servers are currently running.
- The **OM GUI** has been launched [e.g., as described in the procedure for **Launching the Order Manager GUI** (preceding section of this lesson)].

Monitoring/Controlling Distribution Request Information on the OM GUI

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1 If it has not been expanded already, click on the **Request Management** link in the navigation frame of the **OM GUI**.

- The **Request Management** menu is expanded.

2 Click on the **Distribution Requests** link in the navigation frame of the **OM GUI**.

- The **Distribution Requests** page (Figure 32) is displayed.
- The **Current Filters** area of the **Distribution Requests** page describes how the current listing of distribution requests has been filtered.
  - It is important to check the filter settings when opening any of the distribution requests pages because changes to the filter settings tend to persist, even from one session to another.
  - To filter the **Distribution Requests Listing** in a different way, perform the procedure for **Filtering Data Displayed on the Distribution Requests Pages** (subsequent section of this lesson).
- The **Options** area of the **Distribution Requests** page has the following buttons and selection boxes:
  - **Change Filter** button [refer to the procedure for **Filtering Data Displayed on the Distribution Requests Pages** (subsequent section of this lesson)].
  - **Bulk Cancel** button [for canceling selected intervention(s)].
  - **Bulk Resubmit** button [for resubmitting selected intervention(s)].
  - **Select All Bulk** box [for selecting all eligible requests for either **Bulk Cancel** or **Bulk Resubmit**].
  - **Select None** box [for selecting none of the eligible requests for either **Bulk Cancel** or **Bulk Resubmit**].
- The **Listing** table has the following columns:
  - **Sel** [check boxes for marking items to be resubmitted or canceled].

- **Ord Typ/Prc Mod** [Order Type/Processing Mode]
  - Order types include “Regular,” “BO” (Bundled Order), “MM” (Machine-to-Machine Gateway), and “HEG” (HDFEOS-to-GeoTiff (HEG) Converter Tool).
- **OrderID/RequestID.**
- **Request Size (MB).**
- **Gran Cnt** [Granule Count].
- **Media.**
- **Priority.**
- **Request Status.**
- **ESDT.**
- **UserID.**
- **Resub Cnt** [Resubmit Count].
- **Created.**
- **Last Update.**
- **Actions** [Actions (e.g., Resubmit, Cancel, Suspend, or Resume) for which the request is eligible.].

3 Observe information displayed in the **Listing** table of the **Distribution Requests** page.

- The **Show _____ rows at a time** window provides a means of selecting the maximum number of rows of data to be displayed at a time.
  - For example, if **Show _____ rows at a time** is being displayed, selecting **50** from the option button would result in the display of a page of data containing up to 50 rows of data.
- Clicking on a link in the column header row of the table causes table contents to be sorted on that column.
  - For example, clicking on the **Created** link causes the table to be organized by date, with the most recent distribution request in the top row of the table.

- Clicking on a specific Order ID or Request ID brings up a screen containing more detailed data concerning that particular order (e.g., Figure 25) or request (e.g., Figure 35 or Figure 36).
  - For example, clicking on Order ID **0402176057** brings up an **ECS Order** page (i.e., **ECS ORDER 0402176057** - Figure 25) that displays the following types of data concerning the order:
    - **Request ID(s).**
    - **Order Type.**
    - **Order Source.**
    - **Ext. RequestId.**
    - **Receive Date.**
    - **Last Update.**
    - **Description.**
    - **Start Date.**
    - **User ID.**
    - **Status.**
    - **Ship Date.**
    - **Order Home DAAC.**
  - If the order is a bundled order (Order Type "Bundled Order" or "BO"), the **ECS Order** page includes a link to the **Spatial Subscription Server GUI**.
  - Clicking on the ← icon in the **OM GUI** navigation frame causes the **Request Management** page **Distribution Requests** page to be redisplayed.
  - For example, clicking on Request ID **0800013350** brings up a **Distribution Request Detail** page (i.e., **DISTRIBUTION REQUEST 0800013350** - Figure 35) that displays the following types of data (as applicable) concerning the request:
    - **UserID.**
    - **E-mail.**
    - **Request Size (MB).**
    - **# Granules.**
    - **# Granules Staged.**
    - **# Granules FTP Pushed.**

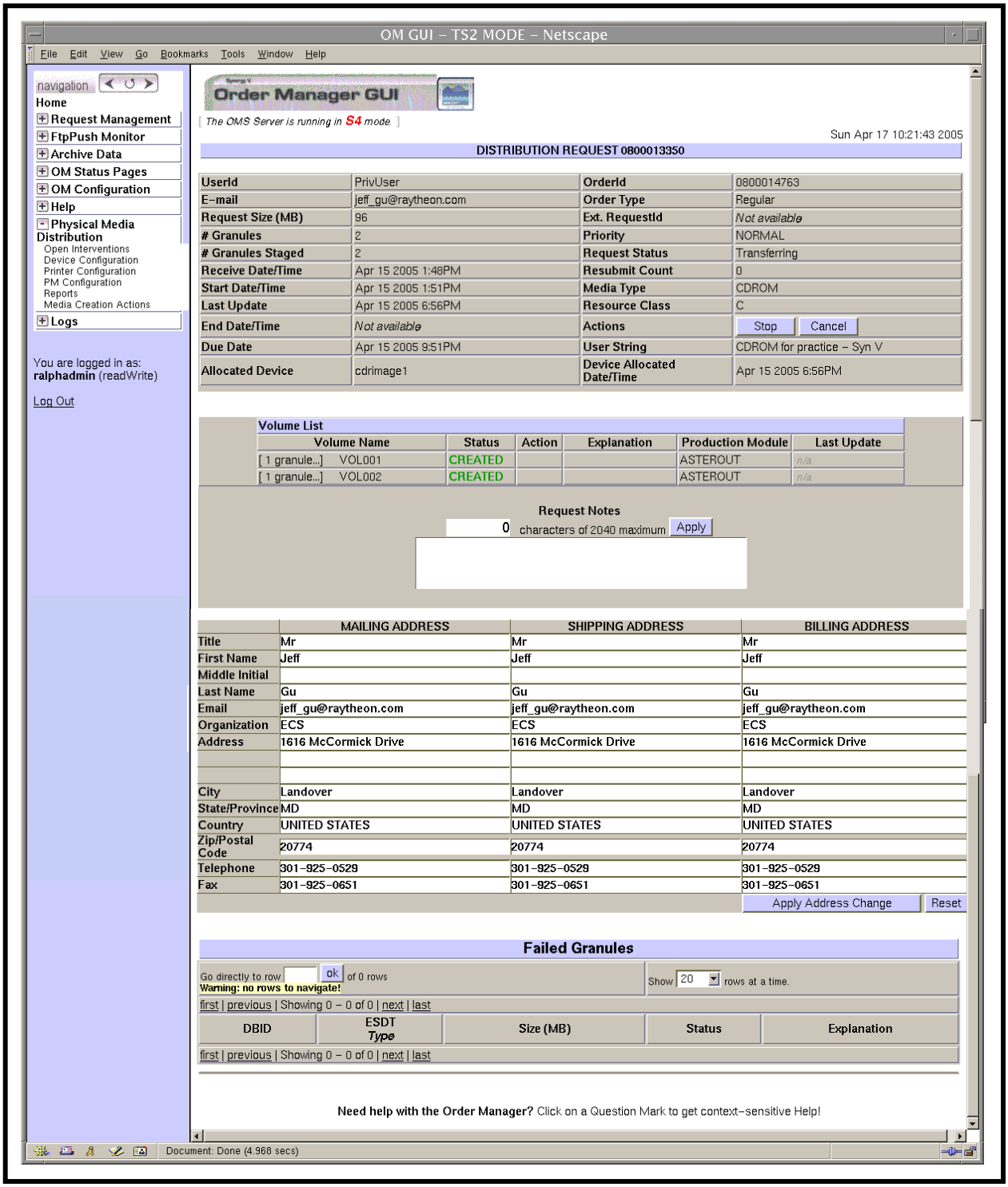

Figure 35. Distribution Request Detail (DISTRIBUTION REQUEST X) Page (Physical Media)

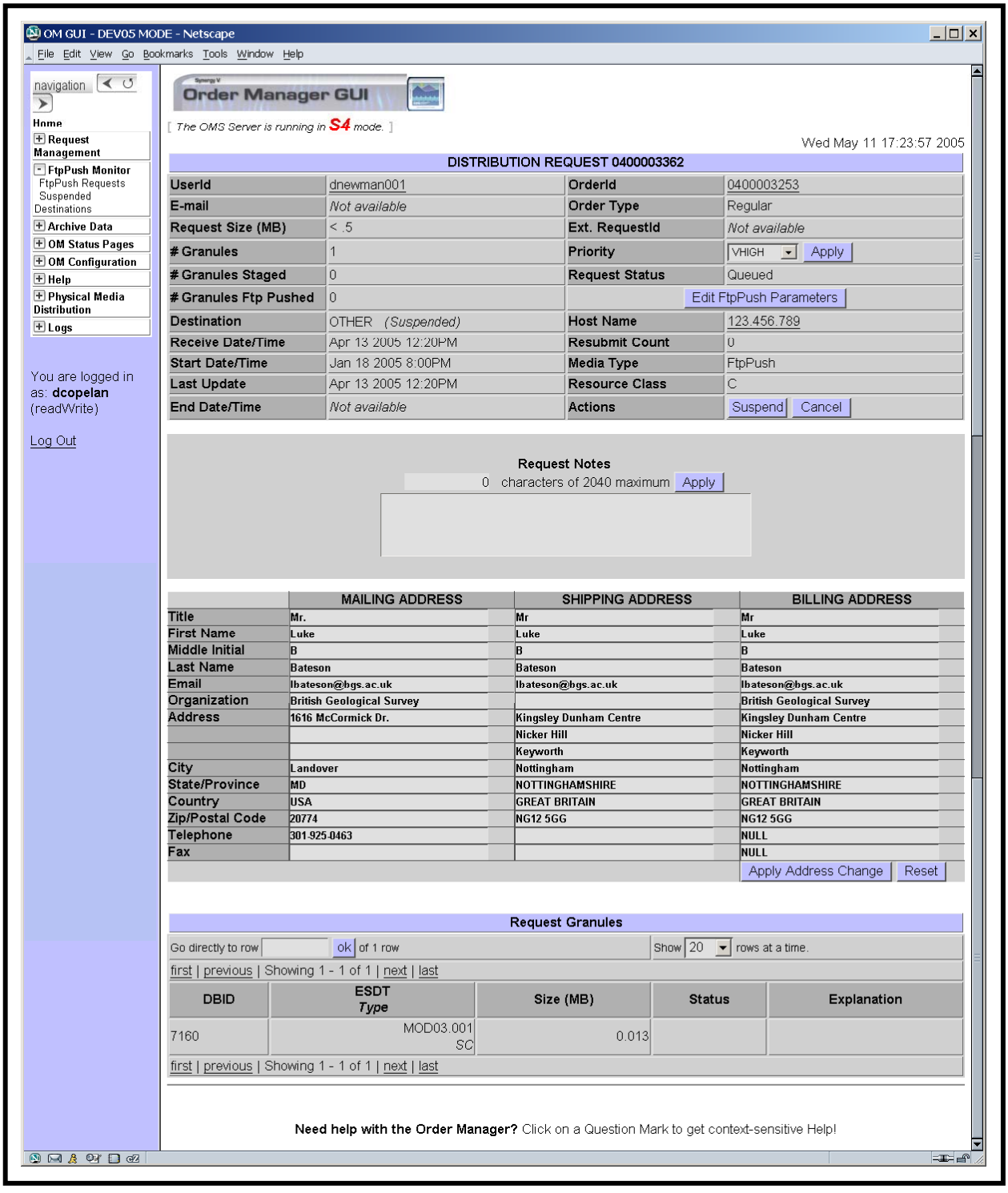

Figure 36. Distribution Request Detail (DISTRIBUTION REQUEST X) Page (Non-Physical Media)

- **Destination.**
- **Receive Date/Time.**
- **Start Date/Time.**
- **Last Update.**
- **End Date/Time.**
- **Due Date.**
- **Allocated Device.**
- **OrderId.**
- **Order Type.**
- **Ext. RequestId.**
- **Priority.**
- **Request Status.**
- **Destination.**
- **Edit FtpPush Parameters** [button].
- **Host Name.**
- **Resubmit Count.**
- **Media Type.**
- **Resource Class.**
- **Actions** [Action button(s) (e.g., **Resubmit**, **Stop**, **Cancel**, **Suspend**, and/or **Resume**)].
- **User String.**
- **Device Allocated Date/Time.**
- **Volume List: Volume Name; Status; Action; Explanation; Production Module; Last Update.**
- **Request Notes** [text box and **Apply** button].
- **Mailing Address: Title; First Name; Middle Initial; Last Name; Email; Organization; Address; City; State/Province; Country; Zip/Postal code; Telephone; Fax.**
- **Shipping Address: Title; First Name; Middle Initial; Last Name; Email; Address; City; State/Province; Country; Zip/Postal code; Telephone; Fax.**

        - **Billing Address: Title; First Name; Middle Initial; Last Name; Email; Organization; Address; City; State/Province; Country; Zip/Postal code; Telephone; Fax.**
        - **Request Granules/Failed Granules (e.g., DB ID; DPL ID; ESDT; Size (MB); Proc Mode; HEG Line Item; Volume Name; [Granule] Status; Completion Time; Explanation).**

- Clicking on a specific User ID brings up a screen that shows user profile information for that user, including the following types of data:
    - **Contact Information.**
        - **Name.**
        - **E-Mail Address.**
        - **Organization.**
        - **User ID.**
        - **User Verification Key.**
        - **Affiliation.**
        - **Project.**
        - **Home DAAC.**
        - **Primary area of study.**
    - **Account Information.**
        - **Date created.**
        - **Expiration date.**
        - **Privilege level.**
        - **NASA user.**
        - **Access privilege.**
        - **V0 Gateway user type.**
        - **V0 Gateway category.**
    - **Contact Address.**
        - **Address.**
        - **City.**
        - **State/Province.**
        - **Country.**

        - **Zip/Postal code.**
        - **Telephone.**
        - **Fax.**
    - **DAR [Data Acquisition Request] Information**
        - **Aster category.**
        - **DAR expedited data.**
    - **Shipping Address.**
        - **Title.**
        - **First Name.**
        - **Middle Initial.**
        - **Last Name.**
        - **Email.**
        - **Address.**
        - **City.**
        - **State/Province.**
        - **Country.**
        - **Zip/Postal code.**
        - **Telephone.**
        - **Fax.**
    - **Billing Address.**
        - [Same fields as **Shipping Address**]
- Horizontal and vertical scroll bars appear when necessary to allow viewing data that are not readily visible in the window.
- If **AutoRefresh** is **ON**, the **Distribution Requests** page refreshes automatically as often as specified in the **Refresh screen every *x* minutes** window.
    - If a different refresh option is preferred, perform the procedure for **Setting Refresh Options on OM GUI Pages** (preceding section of this lesson).
- To manually update (refresh) the data on the screen, click on the ↻ icon in the **OM GUI** navigation frame.
- The Netscape browser **Edit → Find in Page** menu provides a means of performing a keyword search of the data currently being displayed on the screen.

- The **first**, **previous**, **next**, and **last** links provide means of displaying additional pages of data.
- The **Go directly to row…** window provides a means of displaying a page of data starting with a particular row of the table.
  - For example, if **Go directly to row _____ of 415 rows** is being displayed, typing **315** in the window and clicking on the **ok** button would result in the display of a page of data containing rows 315 through 364.

4 If the list of distribution requests shown in the **Listing** table of the **Distribution Requests** page needs to be filtered (e.g., a request to be viewed is not listed in the table), perform the procedure for **Filtering Data Displayed on the Distribution Requests Pages** (subsequent section of this lesson).

5 Observe information displayed in the **Listing** table of the **Distribution Requests** page.

6 To change the priority of a distribution request (when applicable), perform the procedure for **Changing the Priority of a Distribution Request Using the OM GUI** (subsequent section of this lesson).

7 To either suspend a distribution request or resume processing of a suspended request (when applicable), perform the procedure for **Suspending, Resuming, Canceling, Resubmitting, or Stopping a Distribution Request Using the OM GUI** (subsequent section of this lesson).

8 To cancel a distribution request (when applicable), perform the procedure for **Suspending, Resuming, Canceling, Resubmitting, or Stopping a Distribution Request Using the OM GUI** (subsequent section of this lesson).

9 To review and/or respond to an open intervention for a particular distribution request first click on the **Open Intervention** link in the **Request Status** column for the request in the **Listing** table.

10 To review and/or respond to an open intervention go to the procedure for **Viewing Open Intervention Information on the OM GUI** (preceding section of this lesson).

11 To reprocess a distribution request that has failed, been cancelled, or been shipped (when applicable), perform the procedure for **Suspending, Resuming, Canceling, Resubmitting, or Stopping a Distribution Request Using the OM GUI** (subsequent section of this lesson).

12 To stop the processing of a Physical Media Distribution (PMD) request that is transferring or has at least one volume being verified, perform the procedure for **Suspending, Resuming, Canceling, Resubmitting, or Stopping a Distribution Request Using the OM GUI** (subsequent section of this lesson).

13 To edit the values assigned to ftp push parameters for a particular distribution request (when applicable), perform the procedure for **Editing Values Assigned to FtpPush Parameters** (subsequent section of this lesson).

14 To add a comment to a particular distribution request (when applicable), perform the procedure for **Annotating a Physical Media Distribution (PMD) Request from the Distribution Request Details Page** (subsequent section of this lesson).

15 To view operator alerts, perform the procedure for **Viewing Operator Alerts on the OM GUI** (subsequent section of this lesson).

16 To view the **Staging Distribution Requests** page, first (if it has not been expanded already) click on the **FtpPush Monitor** link in the navigation frame of the **OM GUI**.

- The **FtpPush Monitor** menu is expanded (as applicable).

17 To view the **Staging Distribution Requests** page click on the **Staging Requests** link in the navigation frame of the **OM GUI**.

- The **Staging Distribution Requests** page (Figure 33) is displayed.
- The **Staging Distribution Requests** page displays the same types of information (for each request in the list) and has the same kinds of links as the **Distribution Requests** page; however, the **Staging Distribution Requests** page has a couple of differences:
  - The **Resource Class** column shows each request's archive resource demand in terms of one of the following values:
    - **C** [Cheap].
    - **M** [Moderate].
    - **E** [Expensive].
  - Sorting the table by **Resource Class** (by clicking on the **Resource Class** column header) provides a convenient way to determine which request(s) is (are) having the most significant effects on archive resources. That may lead to suspending or canceling certain requests.
  - The **Gran Cnt/Staging Complete** column shows the number of granules associated with the request and the number of granules that have completed staging.

18 To view the **FtpPush Distribution Requests** page, first (if it has not been expanded already) click on either **Request Management** or the **FtpPush Monitor** link in the navigation frame of the **OM GUI**.

- The **Request Management** or **FtpPush Monitor** menu is expanded (as applicable).

19 To view the **FtpPush Distribution Requests** page click on the **FtpPush Distribution Requests** link in the navigation frame of the **OM GUI**.

- The **FtpPush Distribution Requests** page (Figure 34) is displayed.

- The **FtpPush Distribution Requests** page displays the same types of information (for each request in the list) and has the same kinds of links as the **Distribution Requests** page; however, there are several differences:
  - There is no **Media** column (all requests use the same type of medium – ftp push).
  - The **Destination** column shows the name of the destination.
  - The **Gran Cnt/FtpPush Complete** column shows the number of granules associated with the request and the number of granules that have completed ftp push.
  - The **Resource Class** column shows each request's archive resource demand (as on the **Staging Distribution Requests** page).
- To filter the list of distribution requests shown in the **Listing** table of the **FtpPush Distribution Requests** page perform the procedure for **Filtering Data Displayed on the Distribution Requests Pages** (subsequent section of this lesson).

20 If there is an **OM GUI** failure, perform the applicable procedure(s) in the **Troubleshooting DDIST and Order Manager GUI Problems** section of this lesson.

21 Repeat Steps 3 through 20 as necessary to monitor distribution requests.

22 To start the process of logging out (if applicable) click on the **Log Out** link in the navigation frame of the **OM GUI**.

- A log-out dialogue box containing the message "Are you sure you want to log out? This will close your browser." is displayed.

23 To complete the process of logging out (when applicable) click on the appropriate button from the following selections:

- **OK** - to dismiss the dialogue box and complete the log-out.
  - The dialogue box is dismissed.
  - The Netscape browser is dismissed.
- **Cancel** - to dismiss the dialogue box without logging out.
  - The dialogue box is dismissed.
  - The **OM GUI** is displayed.

Filtering Data Displayed on the Distribution Requests Pages

The **Change Filter** buttons in the **Options** area of many different **OM GUI** pages [including the **Distribution Requests** page (Figure 32), **Staging Distribution Requests** page (Figure 33), or the **FtpPush Distribution Requests** page (Figure 34)] provide the Distribution Technician

(whether full-capability or limited capability operator) with a means of filtering data displayed on the screen.

The procedure for filtering data displayed on the **Distribution Requests** pages starts with the following assumptions:

- All applicable servers are currently running.
- The **OM GUI** has been launched.
- The **Distribution Requests** page (Figure 32), **Staging Distribution Requests** page (Figure 33), or the **FtpPush Distribution Requests** page (Figure 34) is being displayed.

Filtering Data Displayed on the Distribution Requests Pages

NOTE: By default, distribution requests are filtered by "creation time" within the last 24 hours, all statuses, and all media types. However, changes made to the filter settings tend to persist, even from one session to another. To restore the default filtering criteria click on the **Apply Defaults** button in the filter pop-up window.

NOTE: The session ID provides a means of tracking which GUI pages are accessed and what filter options are used during a particular session. Such data is especially important when several operators are using the OM GUI in the same mode at the same time. For example, an individual operator's previously selected filter options can be retrieved from the session data so the filter options do not have to be reentered every time the same type of search is performed.

1 Click on the **Change Filter** button in the **Options** area of the **Distribution Requests** page, **Staging Distribution Requests** page, or the **FtpPush Distribution Requests** page.

- A **Distribution Requests Filters** pop-up window (Figure 37) is displayed.
- The **Distribution Requests Filters** pop-up window contains fields for changing various filters.
  - The **Distribution Requests Filters**, **Staging Distribution Requests Filters**, and **FtpPush Distribution Requests Filters** pop-up windows are similar except the **FtpPush Distribution Requests Filters** pop-up window has no **Media Type Select List** window (because all requests on the page are ftp push requests).

NOTE: The pop-up window may not open enough to display all of the features of the filters. If the three buttons (i.e., **Set Defaults**, **Apply Defaults**, and **Close Window**) at the bottom of the window are not visible, click and hold on one of the bottom corners of the window and pull down with the mouse to expand the window and reveal the buttons.

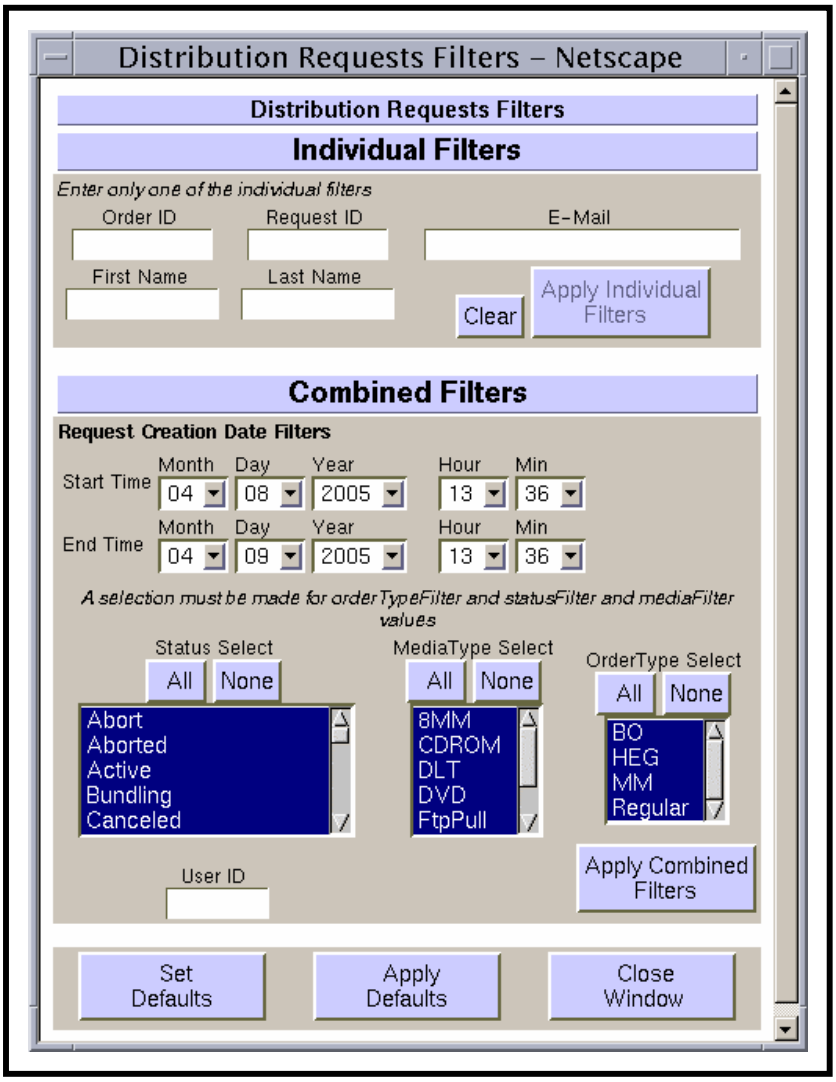

Figure 37. Distribution Requests Filters Pop-Up Window

2 If the distribution request(s) associated with a particular Individual Filter only should be displayed on the **Distribution Requests** page, **Staging Distribution Requests** page, or the **FtpPush Distribution Requests** page, type the ***value*** of the Order ID, Request ID, E-Mail, First Name, or Last Name in the appropriate text box.

- The following text boxes are available for Individual Filters:
  - **Order ID.**
  - **Request ID.**
  - **E-Mail.**
  - **First Name.**

- **Last Name.**

- If a value is entered in one of the text boxes in the preceding list, the other four text boxes are disabled.
  - To clear a field in which a value has been entered and enable all fields, either delete the entered value or click on the **Clear** button.

3 If a value was entered in one of the text boxes in Step 2, click on the **Apply Individual Filters** button.

- The **Distribution Requests** page, **Staging Distribution Requests** page, or the **FtpPush Distribution Requests** page refreshes.
- Only requests that meet the specified filter criteria appear in the **Listing** table.

NOTE: Whenever Combined Filters are applied, Status, Media Type, and Order Type options must be specified (except for the **FtpPush Distribution Requests** page filter, which has no Media Type filter because ftp push is assumed).

4 If the relevant distribution request(s) has (have) creation time outside the range indicated in the **Start Month**, **Start Day**, **Start Year**, **Start Hour**, **Start Minute**, **End Month**, **End Day**, **End Year**, **End Hour**, and **End Minute** boxes, as necessary click on each date/time option button to display a drop-down list of month, day, year, hour, or minute options then click on the desired selection.

- Selected number is displayed in each date/time box.
- Filtering by "Creation Time" may be combined with other filtering options (refer to Steps 5 through 9).

5 If distribution requests with particular status(es) only should be displayed on the **Distribution Requests** page, **Staging Distribution Requests** page, or the **FtpPush Distribution Requests** page, click on the desired status(es) in the **Status Select List** window to highlight or unhighlight them (while holding down either the **Shift** key or the **Ctrl** key if highlighting multiple selections).

- To quickly deselect all highlighted statuses, click on the **Status Select – None** button (clears all selections so individual statuses can be selected).
- To quickly select all statuses, click on the **Status Select – All** button (all items are highlighted).
- The following choices are available:
  - **Abort.**
  - **Aborted.**
  - **Active.**
  - **Bundling.**

  - **Canceled.**
  - **Cancelled.**
  - **Expired.**
  - **Not Found.**
  - **Operator Intervention.**
  - **Partitioned.**
  - **Pending.**
  - **Prep for Distribution.**
  - **Queued.**
  - **SDSRV Staging.**
  - **Shipped.**
  - **Subset Staging.**
  - **Staging.**
  - **Subsetting.**
  - **Terminated.**
  - **Transferring.**
  - **Waiting for Shipment.**
- Selected status(es) is (are) highlighted in the **Status Select List** window; undesired status(es) is (are) not highlighted in the **Status Select List** window.
- A vertical scroll bar allows viewing data that are not readily visible in the **Status Select List** window.
- Filtering by "Status" may be combined with other filtering options (refer to Steps 4 through 9).
  - Whenever Combined Filters are applied, Status, Media Type, and Order Type options must be specified (except for the **FtpPush Distribution Requests** page filter, which requires no Media Type because ftp push is assumed).
- If all filtering criteria have been selected, go to Step 9.

6 If distribution requests for particular type(s) of medium only should be displayed on the **Distribution Requests** page or the **Staging Distribution Requests** page, click on the desired medium/media in the **Media Type Select List** window to highlight or unhighlight them (while holding down either the **Shift** key or the **Ctrl** key if highlighting multiple selections).

- To quickly deselect all highlighted media, click on the **Media Type Select – None** button (clears all selections so individual media can be selected).
- To quickly select all media, click on the **Media Type Select – All** button (all items are highlighted).
- The following Media Type choices are available:
  - **FtpPull.**
  - **FtpPush.**
  - **CDROM.**
  - **DLT.**
  - **DVD.**
  - **8MM.**
  - **scp** [secure copy distribution].
- Selected medium/media is (are) highlighted in the **Media Type Select List** window; undesired medium/media is (are) not highlighted in the **Media Type Select List** window.
- A vertical scroll bar allows viewing data that are not readily visible in the **Media Type Select List** window.
- Filtering by "Media Type" may be combined with other filtering options (refer to Steps 4 through 9).
  - Whenever Combined Filters are applied, Status, Media Type, and Order Type options must be specified (except for the **FtpPush Distribution Requests** page filter, which requires no Media Type because ftp push is assumed).
- If all filtering criteria have been selected, go to Step 9.

7 If distribution requests for particular type(s) of order only should be displayed on the **Distribution Requests** page or the **Staging Distribution Requests** page, click on the desired order type in the **Order Type Select** list window to highlight or unhighlight them (while holding down either the **Shift** key or the **Ctrl** key if highlighting multiple selections).

- To quickly deselect all highlighted media, click on the **Order Type Select – None** button (clears all selections so individual media can be selected).

- To quickly select all media, click on the **Order Type Select – All** button (all items are highlighted).
- The following examples illustrate the kinds of Order Type choices that may be available:
  - **Regular.**
  - **BO** [Bundled Order].
  - **MM** [Machine-to-Machine Gateway].
  - **HEG** [HDFEOS-to-GeoTiff (HEG) Converter Tool].
- Selected order type(s) is (are) highlighted in the **Order Type Select** list window; undesired order type(s) is (are) not highlighted in the **Order Type Select** list window.
- A vertical scroll bar allows viewing data that are not readily visible in the **Order Type Select** list window.
- Filtering by "Order Type" may be combined with other filtering options (refer to Steps 4 through 9).
  - Whenever Combined Filters are applied, Status, Media Type, and Order Type options must be specified (except for the **FtpPush Distribution Requests** page filter, which requires no Media Type because ftp push is assumed).
- If all filtering criteria have been selected, go to Step 9.

8 If the distribution requests associated with a particular User ID only should be displayed on the **Distribution Requests** page, **Staging Distribution Requests** page, or the **FtpPush Distribution Requests** page, type the ***UserID*** in the **User ID** text box.

9 If value(s) was (were) specified for any of the filters in Steps 4 through 8, click on the **Apply Combined Filters** button.

- The **Distribution Requests** page, **Staging Distribution Requests** page, or the **FtpPush Distribution Requests** page refreshes.
- Only requests that meet the specified filter criteria appear in the **Listing** table.

10 When all relevant filtering criteria have been applied (as described in Steps 2 through 9), click on the **Close Window** button.

- The **Distribution Requests Filters** window is dismissed.

11 Return to the procedure that recommended filtering data displayed on the **Distribution Requests** pages.

Changing the Priority of a Distribution Request Using the OM GUI

The procedure for **Changing the Priority of a Distribution Request Using the OM GUI** is performed as part of the procedure for **Monitoring/Controlling Distribution Request Information on the OM GUI** (preceding section of this lesson). The priority of an S4 (Synergy IV) request can be changed while granules for the request still need to be staged or pushed.

The **Priority** column in the **Distribution Requests** table of the **Distribution Requests** page (Figure 32), **Staging Distribution Requests** page (Figure 33), the **FtpPush Distribution Requests** page (Figure 34) or the **Destination Details** page (Figure 38) on the **OM GUI** allows the full-capability operator to change the priority of distribution requests that are in a state that allows the priority to be changed. The **Priority** line of the **Distribution Request Details** page (Figure 35 or Figure 36) provides the full-capability operator with an alternative means of changing the priority of the particular distribution request.

The limited-capability operator is not allowed to change the priority of distribution requests.

The procedure for changing the priority of a distribution request starts with the following assumptions:

- All applicable servers are currently running.
- The **Distribution Requests** page (Figure 32), **Staging Distribution Requests** page (Figure 33), the **FtpPush Distribution Requests** page (Figure 34), or the **Destination Details** page (Figure 38) is being displayed on the **OM GUI**.

Changing the Priority of a Distribution Request Using the OM GUI

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1 If the list of distribution requests shown in the **Distribution Requests** table needs to be filtered to include the distribution request for which the priority is to be changed, perform the procedure for **Filtering Data Displayed on the Distribution Requests Pages** (preceding section of this lesson).

2 Click on the option button in the **Priority** column of the row associated with the request to display a menu of priorities then click on the desired selection.

- Selected priority is displayed in the **Priority** column.
- An alternative is to bring up the relevant **Distribution Request Detail** page (by clicking on the Request ID in the **Distribution Requests** table), click on the option button on the **Priority** line to display a menu of priorities, then click on the desired selection.

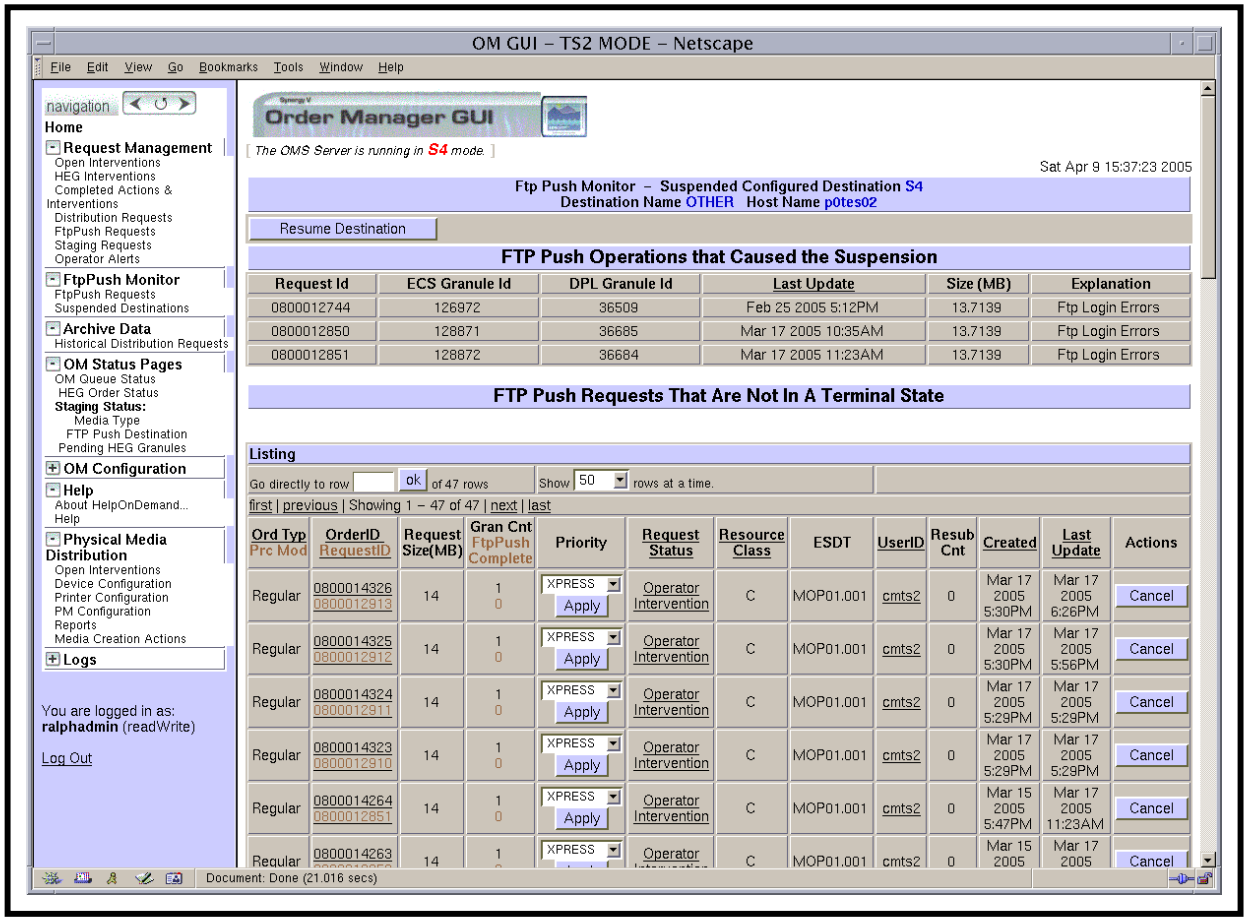

Figure 38. Destination Details Page (Ftp Push Monitor – Suspended Destination Name OTHER)

3 To implement the priority change click on the **Apply** button adjacent to the text box displaying the desired priority.

- "Priority changed" is displayed in the **Priority** column for the row associated with the request.

4 Repeat the preceding steps as necessary to change the priority of additional distribution requests.

5 Return to the procedure for **Monitoring/Controlling Distribution Request Information on the OM GUI**.

Suspending, Resuming, Canceling, Resubmitting, or Stopping a Distribution Request Using the OM GUI

The **Action** column in the **Distribution Requests** table of the **Distribution Requests** page (Figure 32), **Staging Distribution Requests** page (Figure 33), the **FtpPush Distribution Requests** page (Figure 34), or the **Destination Details** page (Figure 38) on the **OM GUI** provides the full-capability operator with a means of taking the following kinds of actions with respect to distribution requests:

- Suspend a request that still needs to be staged or while granules for the request still need to be pushed.
- Resume a request that was suspended by the **OM GUI** operator or while the processing of new requests by the OMS is suspended.
- Cancel a request that is not in a terminal state and while granules for the request still need to be staged or while granules for the request still need to be pushed.
- Resubmit a request in a terminal state (e.g., aborted, cancelled, terminated, or shipped).

The **Distribution Request Details** page (Figure 35 or Figure 36) provides the full-capability operator with an alternative means of taking the preceding kinds of actions with respect to a particular distribution request.

The limited-capability operator is not allowed to suspend, resume, cancel, resubmit, or stop distribution requests.

The procedure for **Suspending, Resuming, Canceling, Resubmitting, or Stopping a Distribution Request Using the OM GUI** is performed as part of the procedure for **Monitoring/Controlling Distribution Request Information on the OM GUI** (preceding section of this lesson). The procedure starts with the following assumptions:

- All applicable servers are currently running.
- One of the following pages is being displayed on the **OM GUI**:
  - **Distribution Requests** page (Figure 32).
  - **Staging Distribution Requests** page (Figure 33).
  - **FtpPush Distribution Requests** page (Figure 34).
  - **Distribution Request Details** page (Figure 35 or Figure 36).
  - **Destination Details** page (Figure 38).

NOTE: If a distribution request is to be canceled or if a completed distribution request is to be resubmitted, proper justification and authorization are necessary. Canceling or resubmitting requests may require coordination between the Distribution Technician and a User Services representative, especially when changing the type of distribution medium, specifying a replacement granule, or taking any other action that would require the approval of the person who submitted the order. In fact, depending on the circumstances and DAAC policy it may be appropriate for User Services to assume responsibility for canceling or resubmitting some requests.

1 If the list of distribution requests shown in the **Distribution Requests** table needs to be filtered to include the distribution request on which action is to be taken, perform the procedure for **Filtering Data Displayed on the Distribution Requests Pages** (preceding section of this lesson).

2 To suspend, resume, cancel, resubmit, or stop a distribution request, click on the appropriate button in the **Action** column for the row associated with the request (or the appropriate button in the **Action** row of the **Distribution Request Detail** page).

- The following choices are among those that may be available (buttons are available only for actions that are appropriate for the request):
  - **Suspend** [request that still needs to be staged or granules for the request still need to be pushed].
    - A **Suspend Request** dialogue box (Figure 39) is displayed.

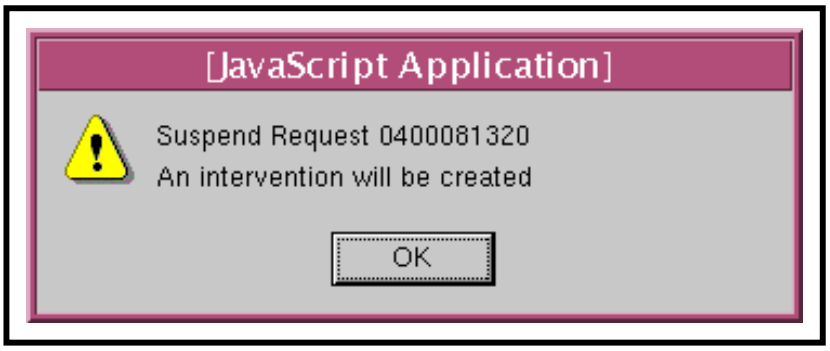

Figure 39. Suspend Request Dialogue Box

- **Resume** [request that was suspended by the OM GUI operator or while the processing of new requests by the OMS is suspended].
  - A **Resume Request Confirmation** dialogue box (Figure 40) is displayed.
- **Cancel** [request that is not in a terminal state and while granules for the request still need to be staged or while granules for the request still need to be pushed].
  - A **Cancel Request Confirmation** dialogue box (Figure 41) is displayed.
- **Resubmit** [request in a terminal state (e.g., aborted, cancelled, terminated, or shipped)].
  - A **Resubmit Request Confirmation** dialogue box (Figure 42) is displayed.
- **Stop** [physical media distribution (PMD) request that is transferring or has at least one volume being verified].
  - A **Stop Request Confirmation** dialogue box is displayed.

- An alternative is to bring up the relevant **Distribution Request Detail** page (by clicking on the Request ID in the **Distribution Requests** table), then click on the appropriate button.

3 If a **Suspend Request** dialogue box (Figure 39) is displayed, click on the **OK** button:

- The dialogue box is dismissed.
- The initial page [i.e., the **Distribution Requests** page (Figure 32), **Staging Distribution Requests** page (Figure 33), the **FtpPush Distribution Requests** page (Figure 34), or the **Destination Details** page (Figure 38)] is displayed.
- "Suspended" is displayed in the **Action** column for the row associated with the request.

NOTE: The **Resume Request Confirmation** dialogue box, **Cancel Request Confirmation** dialogue box, or **Stop Request Confirmation** dialogue box may not open enough to display the buttons at the bottom of the window. If the **Apply…Action** and **Cancel…Action** buttons at the bottom of the window are not visible, click and hold on one of the bottom corners of the window and pull down with the mouse to expand the window and reveal the buttons.

4 If a **Resume Request Confirmation** dialogue box (Figure 40), **Cancel Request Confirmation** dialogue box (Figure 41), or **Stop Request Confirmation** dialogue box is displayed, type ***userID*** in the **Worker** text box.

- ***userID*** refers to either the user ID of the person making the request to resume, cancel, or stop the request.

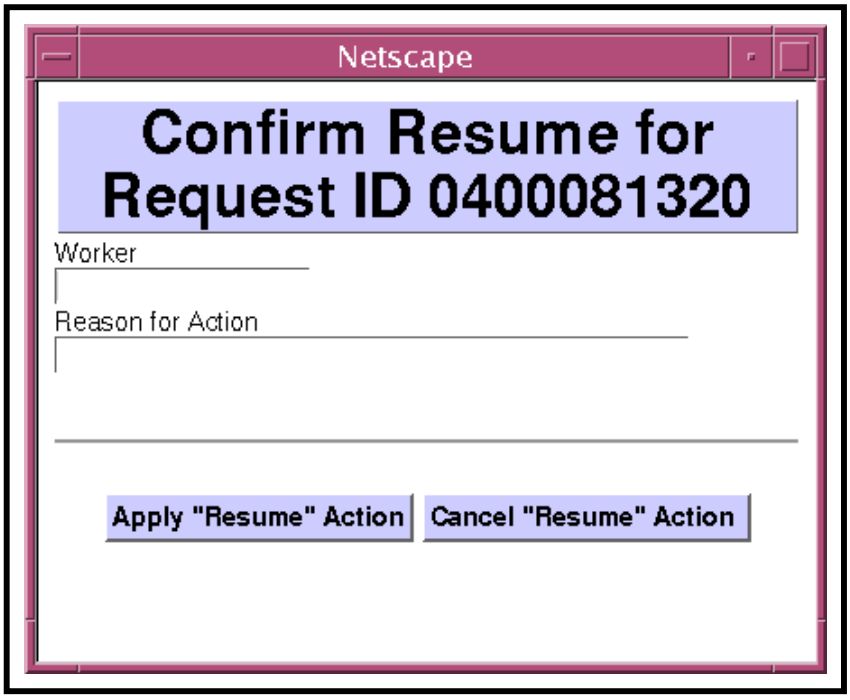

Figure 40. Resume Request Confirmation Dialogue Box

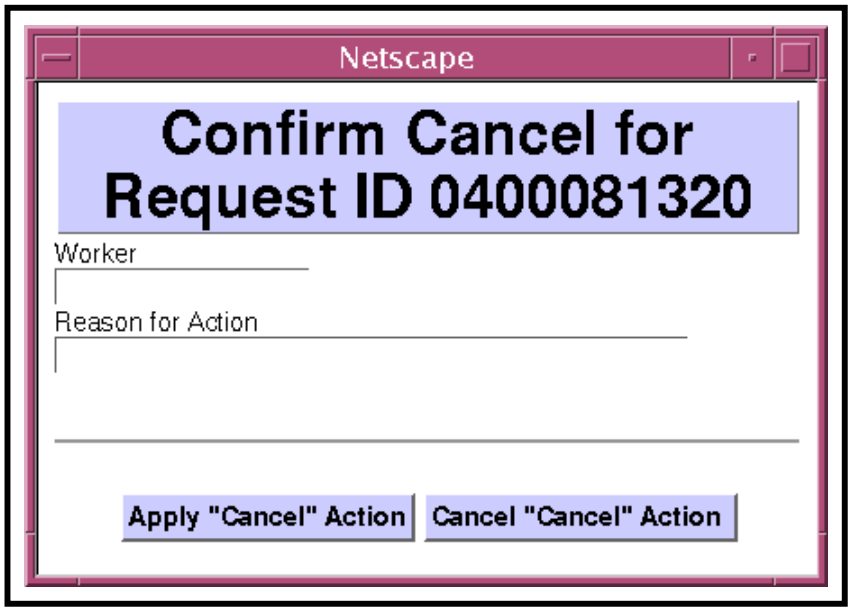

Figure 41. Cancel Request Confirmation Dialogue Box

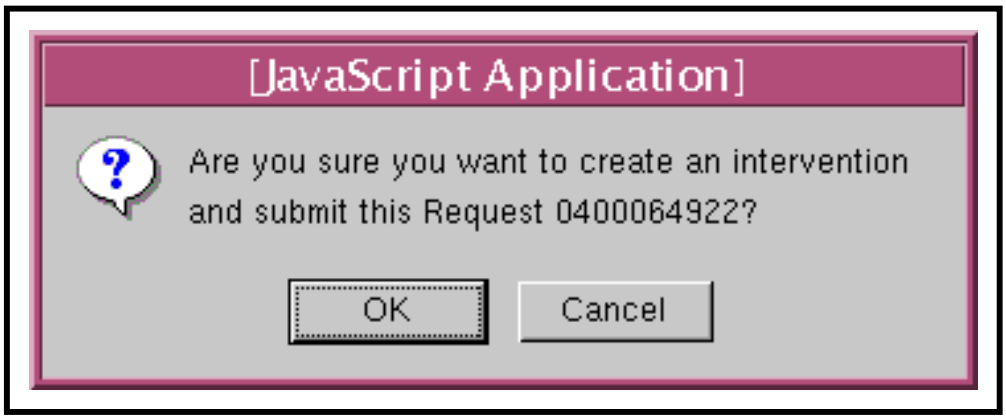

Figure 42. Resubmit Request Confirmation Dialogue Box

5 If a **Resume Request Confirmation** dialogue box (Figure 40) **Cancel Request Confirmation** dialogue box (Figure 41), or **Stop Request Confirmation** dialogue box is displayed, type ***reason*** in the **Reason for Action** text box.

- ***reason*** is the justification for resuming, canceling, or stopping the request.

6 If a **Resume Request Confirmation** dialogue box (Figure 40), **Cancel Request Confirmation** dialogue box (Figure 41), or **Stop Request Confirmation** dialogue box is displayed, click on the appropriate button from the following selections:

- **Apply** [**"Resume," "Cancel,"** or **"Stop"**] **Action** - to apply the specified action and dismiss the dialogue box.
  - The action (i.e., "resume," "cancel," or "stop" as applicable) is applied.
  - The dialogue box is dismissed.
  - The initial page [i.e., the **Distribution Requests** page (Figure 32), **Staging Distribution Requests** page (Figure 33), the **FtpPush Distribution Requests** page (Figure 34), **Distribution Request Details** page (Figure 35 or Figure 36), or the **Destination Details** page (Figure 38)] is displayed.
  - The action (i.e., "Resumed," "Canceled," or "Stopping") is displayed in the **Action** column for the row associated with the request.
- **Cancel** [**"Resume"** or **"Cancel"**] **Action** - to dismiss the dialogue box without applying the specified action.
  - The dialogue box is dismissed.
  - The initial page [i.e., the **Distribution Requests** page (Figure 32), **Staging Distribution Requests** page (Figure 33), the **FtpPush Distribution Requests** page (Figure 34), **Distribution Request Details** page (Figure 35 or Figure 36), or the **Destination Details** page (Figure 38)] is displayed.

7 If a **Resubmit Request Confirmation** dialogue box (Figure 42) is displayed, first click on the appropriate button from the following selections:

- **OK** - to create an open intervention and dismiss the dialogue box.
  - The dialogue box is dismissed.
  - The **Open Intervention Detail** (**Intervention for Request *x***) page (Figure 26) is displayed.
- **Cancel** - to dismiss the dialogue box without resubmitting the request.
  - The dialogue box is dismissed.
  - The initial page [i.e., the **Distribution Requests** page (Figure 32), **Staging Distribution Requests** page (Figure 33), the **FtpPush Distribution Requests** page (Figure 34), or the **Destination Details** page (Figure 38)] is displayed.

8 If a **Resubmit Request Confirmation** dialogue box (Figure 42) was displayed and **OK** was clicked in response to the **Resubmit Request Confirmation** dialogue box, perform the procedure for **Responding to an Open Intervention** (preceding section of this lesson).

9 Repeat the preceding steps as necessary to act on additional distribution requests.

10 Return to the procedure for **Monitoring/Controlling Distribution Request Information on the OM GUI**.

Editing Values Assigned to FtpPush Parameters

The procedure for **Editing Values Assigned to FtpPush Parameters** is performed as part of other procedures (e.g., **Responding to an Open Intervention** or **Monitoring/Controlling Distribution Request Information on the OM GUI**).

The **Edit FtpPush Parameters** button on the **Distribution Request Details** page provides the full-capability operator with a means of editing the FtpPush parameter values for a particular distribution request. The limited-capability operator is not allowed to edit FtpPush parameter values for distribution requests using the **OM GUI**.

The procedure for editing the values assigned to the FtpPush parameters of a distribution request starts with the following assumptions:

- All applicable servers are currently running.
- The **Distribution Requests** page (Figure 32), **Staging Distribution Requests** page (Figure 33), the **FtpPush Distribution Requests** page (Figure 34), or the **Destination Details** page (Figure 38) is being displayed on the **OM GUI**.

Editing Values Assigned to FtpPush Parameters

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1 If the list of distribution requests shown in the **Distribution Requests** table needs to be filtered to include the distribution request for which the values assigned to FtpPush parameters are to be changed, perform the procedure for **Filtering Data Displayed on the Distribution Requests Pages** (preceding section of this lesson).

2 If the **Edit FtpPush Parameters** page is not already open, click on the applicable Request ID in the **Distribution Requests** table.

- The corresponding **Distribution Request Detail** page (Figure 36) is displayed.

3 If the **Edit FtpPush Parameters** page is not already open, click on the **Edit FtpPush Parameters** button on the **Distribution Request Detail** page.

- The **Edit FtpPush Parameters** page (Figure 43) is displayed.

4 Type appropriate values in the following text boxes (as necessary):

- **Ftp node** [Destination host name].
- **Ftp Address** [FTP user name].
- **Password**.

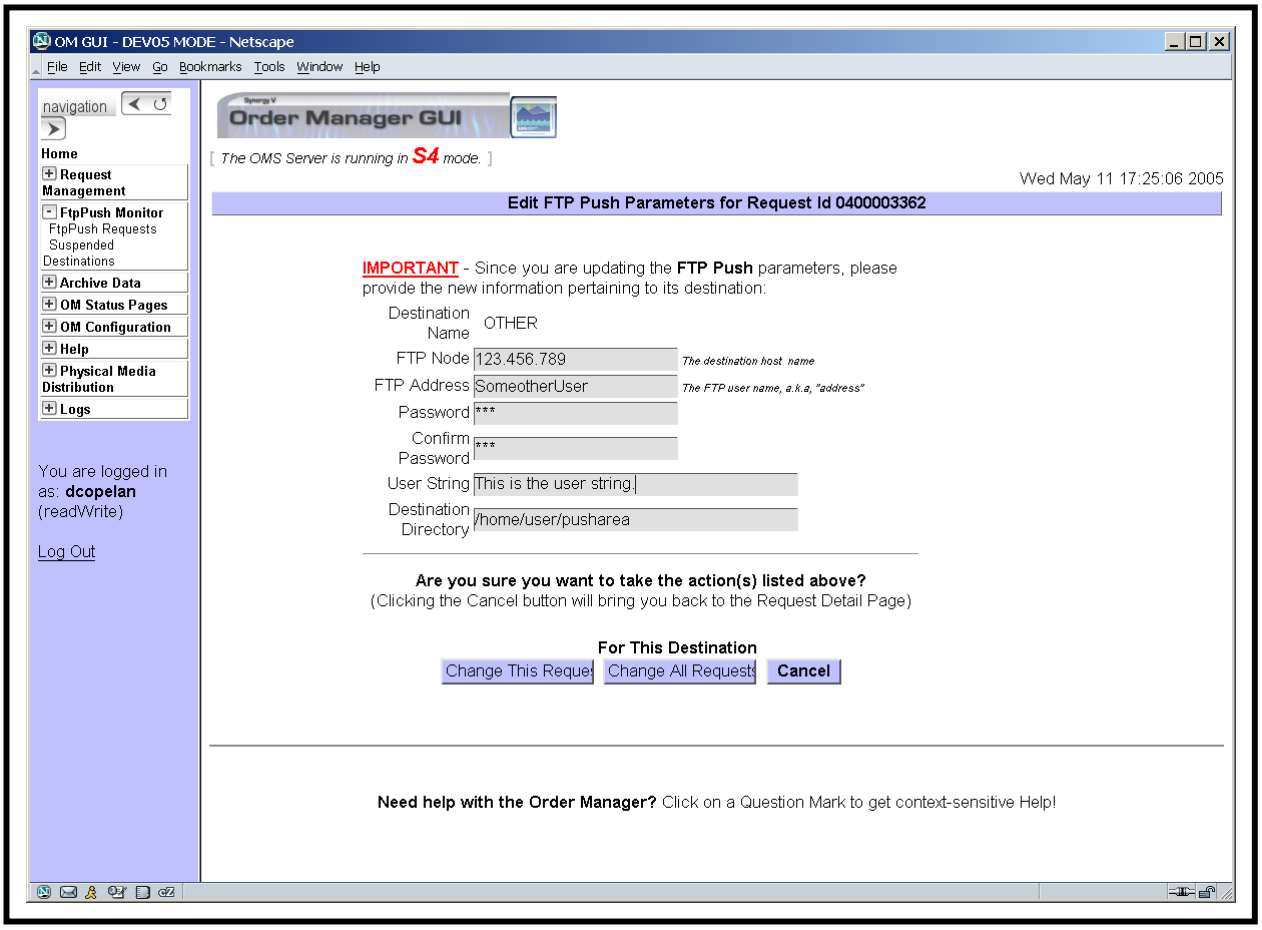

Figure 43. Edit FtpPush Parameters Page

- **Confirm Password**.
- **User String** [message to be sent to the user].
- **Destination Directory** [full path].

5 Click on the appropriate button from the following selections:

- **Change This Request** - to apply the specified FtpPush parameter values to the current request only and dismiss the **Edit FtpPush Parameters** page.
  - The **Edit FtpPush Parameters** page is dismissed.
- **Change All Requests** - to apply the specified FtpPush parameter values to all requests for the listed destination and dismiss the **Edit FtpPush Parameters** page.
  - The **Edit FtpPush Parameters** page is dismissed.

- **Cancel** - to cancel all changes to FtpPush parameter values and dismiss the **Edit FtpPush Parameters** page.
  - The **Edit FtpPush Parameters** page is dismissed.

6 Return to the procedure that recommended editing the FtpPush parameter values.

Annotating a Physical Media Distribution (PMD) Request from the Distribution Request Details Page

The procedure for **Annotating a Physical Media Distribution (PMD) Request from the Distribution Request Details Page** is performed as part of other procedures (e.g., **Monitoring/Controlling Distribution Request Information on the OM GUI**).

The **Request Notes** area on the **Distribution Request Details** page (Figure 35 or Figure 36) provides the full-capability operator with a means of adding a comment to a particular physical media distribution request. The limited-capability operator is not allowed to annotate distribution requests using the **OM GUI**.

The procedure for annotating a PMD request starts with the following assumptions:

- All applicable servers are currently running.
- The **Distribution Requests** page (Figure 32) is being displayed on the **OM GUI**.

Annotating a Physical Media Distribution (PMD) Request from the Distribution Request Details Page

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1 If the list of distribution requests shown in the **Distribution Requests** table needs to be filtered to include the distribution request to be annotated, perform the procedure for **Filtering Data Displayed on the Distribution Requests Pages** (preceding section of this lesson).

2 If the **Distribution Request Detail** page is not already open, click on the applicable Request ID in the **Distribution Requests** table.

- The corresponding **Distribution Request Detail** page (Figure 35 or Figure 36) is displayed.

3 Type appropriate text in the **Request Notes** text box.

4 Click on the **Apply** button adjacent to the **Request Notes** text box.

- The annotation is applied to the distribution request.

5 Return to the procedure that referenced annotating a PMD request.

Viewing Open HEG Intervention Information on the OM GUI

New for Synergy V, the **OM GUI** displays Operator Interventions involving HEG orders. Several new features have been added for HEG processing and HEG Interventions dispositions are different than previous types of interventions.

Since HEG processing involves "line items," these are displayed when viewing a HEG intervention. Although a HEG order may contain a mix of granule types (i.e., those with and without line items), if there are any to display, an additional column is shown in the granule list. The column shows the number of line items and a link to view the Line Item details.

The **Open HEG Interventions** page (Figure 44) provides the Distribution Technician (whether full-capability or limited capability operator) with a means of viewing HEG interventions. The page is hard-coded to display HEG interventions only.

The procedure for viewing open HEG interventions on the **OM GUI** starts with the following assumptions:

- All applicable servers are currently running.
- The **OM GUI** has been launched.

Viewing Open HEG Intervention Information on the OM GUI

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1 If it has not been expanded already, click on the **Request Management** link in the navigation frame of the **OM GUI**.

- The **Request Management** menu is expanded.

2 Click on the **HEG Interventions** link in the navigation frame of the **OM GUI**.

- The **Open HEG Interventions** page (Figure 44) is displayed.
- The **Current Filters** area of the **Open HEG Interventions** page describes how the current listing of distribution requests has been filtered.
  - It is important to check the filter settings when opening the **Open HEG Interventions** page because changes to the filter settings tend to persist, even from one session to another.
  - To filter the **Open HEG Interventions Listing** in a different way, perform the procedure for **Filtering Data Displayed on the Distribution Requests Pages** (preceding section of this lesson).
- The **Options** area of the **Open HEG Interventions** page has the following buttons and selection boxes:
  - **Change Filter** button [refer to the procedure for **Filtering Data Displayed on the Distribution Requests Pages** (preceding section of this lesson)].
  - **Bulk Submit** button [for submitting selected intervention(s)].

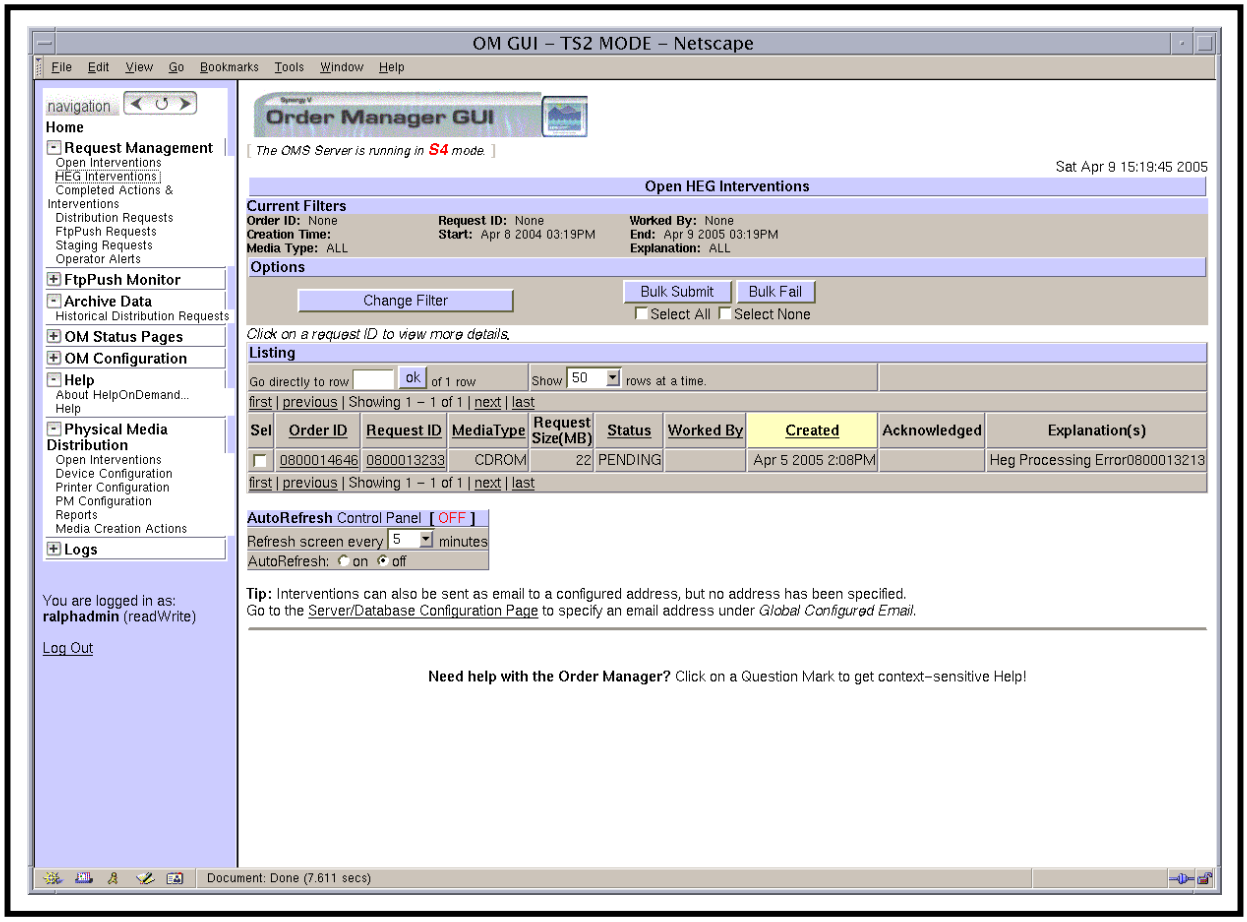

Figure 44. Open HEG Interventions Page

- **Bulk Fail** button [for failing selected intervention(s)].
- **Select All** box [for selecting all eligible requests for either **Bulk Submit** or **Bulk Fail**].
- **Select None** box [for selecting none of the eligible requests for either **Bulk Submit** or **Bulk Fail**].

- The **Listing** table has the following columns:
  - **Sel** [check boxes for marking items to be submitted or failed].
  - **Order ID.**
  - **Request ID**.
  - **Media.**
  - **Request Size (MB).**

- **Status.**
- **Worked By.**
- **Created** [date/time].
- **Acknowledged.**
- **Explanation(s).**

3 Observe information displayed in the **Listing** table of the **Open HEG Interventions** page.

- The **Show _____ rows at a time** window provides a means of selecting the maximum number of rows of data to be displayed at a time.
  - For example, if **Show _____ rows at a time** is being displayed, selecting **50** from the option button would result in the display of a page of data containing up to 50 rows of data.
- Clicking on a link (underlined word) in the column header row of the table causes table contents to be sorted on that column.
  - For example, clicking on the **Created** link causes the table to be organized by "Creation Time," with the most recent request requiring intervention in the top row of the table.
- Clicking on a specific Order ID brings up a screen containing more detailed data concerning that particular order.
- Clicking on a specific Request ID in the **Listing** table of the **Open HEG Interventions** page brings up a screen containing detailed data concerning the intervention for that particular request (refer to Steps 3 and 4).
- Horizontal and vertical scroll bars appear when necessary to allow viewing data that are not readily visible in the window.
- If **AutoRefresh** is **ON**, the **Open HEG Interventions** page refreshes automatically as often as specified in the **Refresh screen every *x* minutes** window.
  - If a different refresh option is preferred, perform the procedure for **Setting Refresh Options on OM GUI Pages** (preceding section of this lesson).
- To manually update (refresh) the data on the screen, click on the ↻ icon in the **OM GUI** navigation frame.
- The Netscape browser **Edit → Find in Page** menu provides a means of performing a keyword search of the data currently being displayed on the screen.
- The **first**, **previous**, **next**, and **last** links provide means of displaying additional pages of data.

4 Click on a specific Request ID in the **Listing** table of the **Open HEG Interventions** page to bring up a screen containing detailed data concerning the intervention for that particular request.

- For example, clicking on Request ID **0800013233** brings up an **Open HEG Intervention Detail** page (i.e., **Intervention for Request 0800013233**) (Figure 45).

5 Observe information displayed on the **Open HEG Intervention Detail** page (Figure 45).

- The following items are displayed on the **Open HEG Intervention Detail** page (Figure 45).
  - **Order ID.**
  - **Request ID.**
  - **Input Size (est, MB).**
  - **Media Type.**
  - **Priority.**
  - **Explanation(s).**
  - **Worked by.**
  - **assign** link or **change** link.
  - **User ID.**
  - **Created.**
  - **Acknowledged.**
  - **Request Status.**
  - **Input Granule List.**
    - **GranuleId.**
    - **DPL ID**.
    - **ESDT.**
    - **Type.**
    - **Processing Instructions.**
    - **In Size (MB).**
    - **Out Size (MB).**
    - **Status.**
    - **Explanation.**

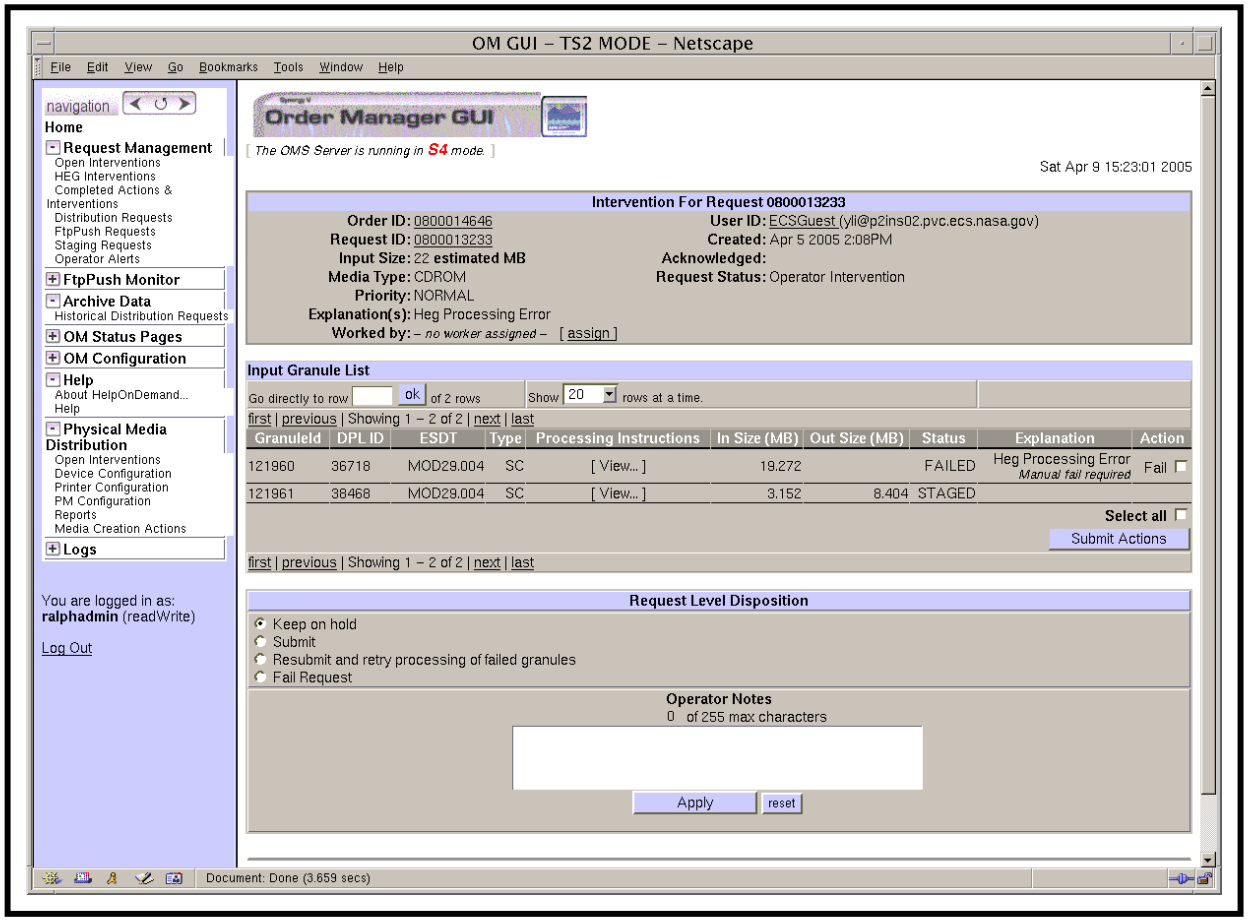

Figure 45. Open HEG Intervention Detail (Intervention for Request X) Page

- **Action** [**accept/fail** boxes, **select all** box (as applicable)].
- **Submit Actions** button (if applicable).

– **Request Level Disposition.**

- **Keep on hold.**
- **Submit.**
- **Resubmit and retry processing of failed granules.**
- **Fail Request.**

– **OPERATOR NOTES**.

- Text box (for entering comments).

– **Apply** button.

– **reset** button.

- Clicking on the 🡄 icon in the **OM GUI** navigation frame causes the **Open HEG Interventions** page to be redisplayed.

6 To bring up a screen containing detailed data concerning the processing instructions for a particular granule ID click on the **View…** link associated with the specific GranuleID in the **Input Granule List** of the **Open HEG Intervention Detail** page.

- For example, clicking on the **View…** [processing instructions] link associated with Granule ID **121960** brings up a window containing the **Processing Instructions for Request ID 0800013233::ECS Granule ID 121960::DPL Granule ID 36718** (Figure 46).

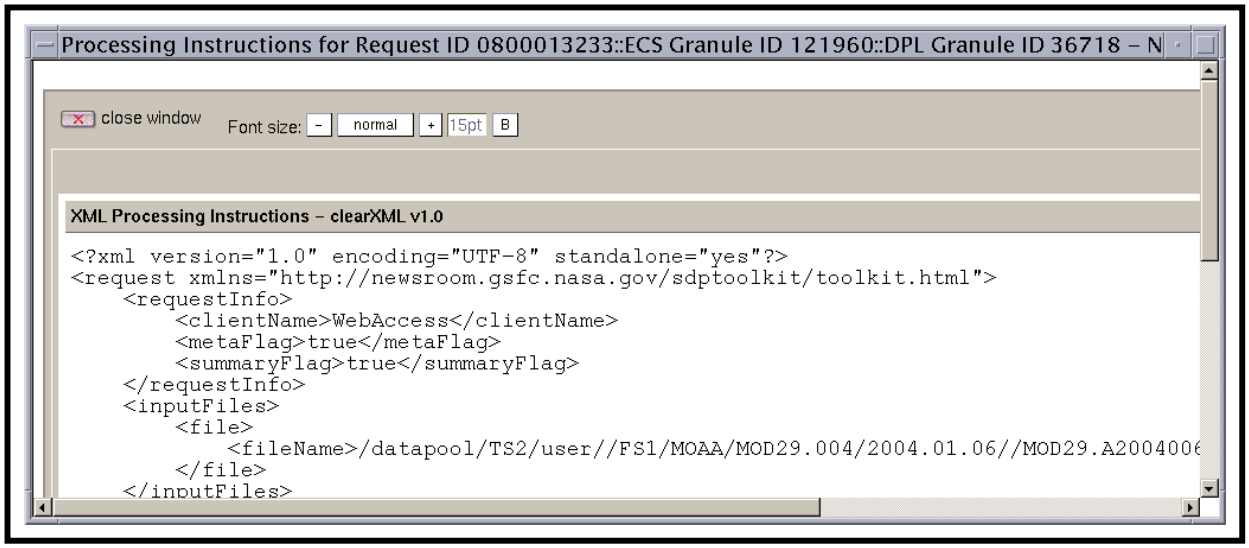

***Figure 46. Processing Instructions* Window**

- To close the **Processing Instructions for Request ID …** window, click on the **Close Window** button.

7 To work on the intervention being displayed on the **Open HEG Intervention Detail** page, perform the procedure for **Responding to an Open HEG Intervention** (subsequent section of this lesson).

8 To view the details of another open intervention first click on the 🡄 icon in the **OM GUI** navigation frame then return to Step 2.

- The **Open HEG Intervention Detail** page (Figure 45) is dismissed.
- The **Open HEG Interventions** page (Figure 44) is displayed.

9 To fail intervention(s) first click in either the **Select All** check box (if all interventions are to be failed) in the **Options** area of the **Open HEG Interventions** page or the individual check box(es) in the **Sel** column associated with specific intervention(s).

- A checkmark is displayed in each selected check box.

10 To complete the process of failing intervention(s) click on the **Bulk Fail** button in the **Options** area of the **Open HEG Interventions** page.

- The selected intervention(s) is/are failed.

11 To submit intervention(s) first click in either the **Select All** check box (if all interventions are to be submitted) in the **Options** area of the **Open HEG Interventions** page or the individual check box(es) in the **Sel** column associated with specific intervention(s).

- A checkmark is displayed in each selected check box.

12 To complete the process of submitting intervention(s) click on the **Bulk Submit** button in the **Options** area of the **Open HEG Interventions** page.

- The selected intervention(s) is/are submitted.

13 To start the process of logging out (when applicable) click on the **Log Out** link in the navigation frame of the **OM GUI**.

- A log-out dialogue box containing the message "Are you sure you want to log out? This will close your browser." is displayed.

14 To complete the process of logging out (when applicable) click on the appropriate button from the following selections:

- **OK** - to dismiss the dialogue box and complete the log-out.
  - The dialogue box is dismissed.
  - The Netscape browser is dismissed.
- **Cancel** - to dismiss the dialogue box without logging out.
  - The dialogue box is dismissed.
  - The **OM GUI** is displayed.

Responding to an Open HEG Intervention

The **Open HEG Intervention Detail** page (Figure 45) provides the full-capability operator with a means of performing the following kinds of interventions:

- Fail selected granule(s).
- Accept selected granule(s).

- Fail a request.

The procedure for responding to an open HEG intervention starts with the following assumptions:

- All applicable servers are currently running.
- The **OM GUI** has been launched [e.g., as described in the procedure for **Launching the Order Manager GUI** (preceding section of this lesson)].
- The **Open HEG Intervention Detail** page (Figure 45) is being displayed on the **OM GUI**.
  - If the **Open HEG Intervention Detail** page (Figure 45) is not being displayed on the **OM GUI**, go to the procedure for **Viewing Open HEG Intervention Information on the OM GUI** (preceding section of this lesson).

Responding to an Open HEG Intervention

---

1 Observe the information displayed in the **Worked by** column of the **Open HEG Intervention Detail** page (Figure 45).

- If the **Open HEG Intervention Detail** page (Figure 45) is not being displayed on the **OM GUI**, go to the procedure for **Viewing Open HEG Intervention Information on the OM GUI** (preceding section of this lesson).
- If someone is already working on the intervention, that person is identified in the **Worked by:** field of the **Open HEG Intervention Detail** page.
  - In general working on an intervention is left to the person who has already been signed up to work on it unless the change is coordinated with that person or they are going to be unavailable (e.g., due to illness or vacation).
- If necessary (e.g., due to illness, vacation, or prior coordination), it is possible to override the assignment of a person to work on an intervention.

2 To assign oneself to work on the intervention, first click on the **assign** or **change** link in the **Worked by:** field on the **Open HEG Intervention Detail** page.

- If someone has been assigned to work on the intervention a **change** link is displayed; if no one has been assigned to work on the intervention an **assign** link is displayed.
- Clicking on the assign or change link causes a text box to be displayed.

3 To continue the process of assigning oneself to work on the intervention, type the appropriate user ID in the text box displayed beside the **assign** or **change** link in the **Worked by:** field.

4 To continue the process of assigning oneself to work on the intervention, click on the green button with the checkmark next to the text box in the **Worked by:** field.

5 If no action is to be taken with respect to any individual granules in the request or if the entire request is to be "failed," skip Steps 6 and 7, and go to Step 8.

6 If "fail" and/or "accept" actions are to be taken with respect to one or more granules in the request (e.g., "fail" a granule because of an "Invalid UR" entry in the **Explanation** column of the **Granule List**), first click in the appropriate box(es) from the following selections in **Action** column of the **Granule List**:

- **Fail** – to fail the individual granule in the row containing the **Fail** box.
- **Accept** – to accept an individual granule in the row containing the **Accept** box.
- **Select All** – to select all actions for granules with **Accept/Fail** boxes in the **Action** column.

7 To continue the process of taking "fail" or "accept" actions with respect to one or more granules in the request, click on the **Submit Actions** button.

NOTE: Granule replacement is not permitted for a HEG intervention.

8 If a note should be entered concerning the request (e.g., the reason for making a particular type of intervention), type the applicable text in the **OPERATOR NOTES** text box.

9 To select the disposition for the request click on the appropriate button from the following selections:

- **Keep on hold** - to delay applying any intervention action (keep the intervention open) and dismiss the **Open HEG Intervention Detail** page.
  - Placing an intervention on hold does not allow changing the request's attributes, but saves the operator notes and allows opening the intervention at a later time (essentially, the intervention is being "saved").
- **Submit** – to submit the request with any changes. Failed granules remain failed and are not reprocessed.
- **Resubmit and retry processing of failed granules** – to submit the request with any changes and retry HEG processing of failed granules.
- **Fail Request** - to fail the entire request (including all granules) and dismiss the **Open HEG Intervention Detail** page.

NOTE: There are **Apply** and **reset** buttons at the bottom of the **Open HEG Intervention Detail** page. The **reset** button does not cancel any changes made to the request or changes made to the DBIDs (changed or failed). It simply resets the form buttons for the **Request Level Disposition** section to their original states.

10 Click on the **Apply** button.

- A **Close Confirmation** page (Figure 47) is displayed.
  - The **Close Confirmation** page displays the disposition to be taken [e.g., keep on hold, submit, or fail].

11 If the intervention involved failing a request or granule(s) within a request, and additional text is to be appended to the corresponding standard e-mail text, type the appropriate text in the **Additional e-mail text** text box on the **Close Confirmation** page.

12 If the intervention involved failing a request or granule(s) within a request, and no e-mail message is to be sent, click on the **Don't send e-mail** box on the **Close Confirmation** page to suppress the sending of an e-mail message indicating request/granule failure.

- Unless the **Don't send e-mail** box is checked, an e-mail message indicating request/granule failure will be sent to the requester.

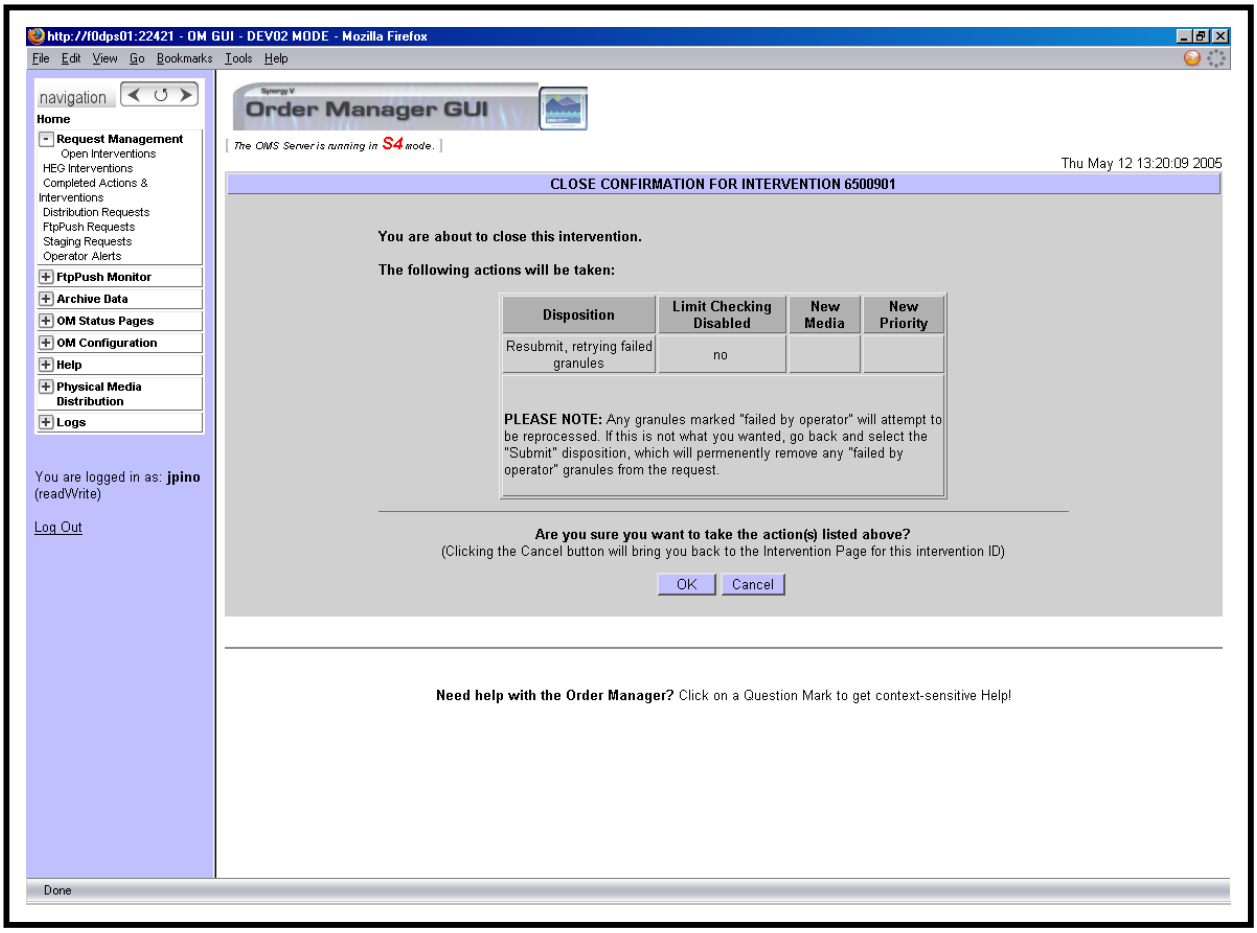

Figure 47. Close Confirmation Page for HEG Intervention

13 Click on the appropriate button from the following selections:

- **OK** - to apply the specified intervention actions (if any) and dismiss the **Close Confirmation** page.
  - The **Close Confirmation** page is dismissed.
  - An **Intervention Closed** page (Figure 30) is displayed
- **Cancel** - to dismiss the **Close Confirmation** page without applying the specified intervention actions.
  - The **Close Confirmation** page is dismissed.
  - A warning dialogue box (Figure 31) is displayed with the message "WARNING: The disposition and actions you have taken for this intervention will be lost. Continue?"

14 If a warning dialogue box is displayed with the message "WARNING: The disposition and actions you have taken for this intervention will be lost. Continue?" click on the appropriate button from the following selections:

- **OK** - to dismiss the warning dialogue box and the **Close Confirmation** page and return to the **Open HEG Intervention Detail** page (Figure 45).
- **Cancel** – to dismiss the warning dialogue box and return to the **Close Confirmation** page (Figure 27).

15 To exit from the **Intervention Closed** page (Figure 30), click on the **OK** button.

- The **Intervention Closed** page (Figure 30) is dismissed.
- The **Open HEG Interventions** page (Figure 44) is displayed.

16 To start the process of logging out (if applicable) click on the **Log Out** link in the navigation frame of the **OM GUI**.

- A log-out dialogue box containing the message "Are you sure you want to log out? This will close your browser." is displayed.

17 To complete the process of logging out (when applicable) click on the appropriate button from the following selections:

- **OK** - to dismiss the dialogue box and complete the log-out.
  - The dialogue box is dismissed.
  - The Netscape browser is dismissed.
- **Cancel** - to dismiss the dialogue box without logging out.
  - The dialogue box is dismissed.

- The **OM GUI** is displayed.

Viewing Pending HEG Granules

New for Synergy V, the **OM GUI** displays pending HEG granules. The **Pending HEG Granules** page (Figure 48) provides the Distribution Technician (whether full-capability or limited capability operator) with a means of viewing pending HEG granules.

The procedure for viewing pending HEG granules on the **OM GUI** starts with the following assumptions:

- All applicable servers are currently running.
- The **OM GUI** has been launched.

Viewing Pending HEG Granules

---

1 If it has not been expanded already, click on the **OM Status Pages** link in the navigation frame of the **OM GUI**.

- The **OM Status Pages** menu is expanded.

2 Click on the **Pending HEG Granules** link in the navigation frame of the **OM GUI**.

- The **Pending HEG Granules** page (Figure 48) is displayed.
- The **Options** area of the **Pending HEG Granules** page has the following button and selection boxes:
  - **Bulk Cancel** button [for canceling selected pending HEG granule(s)].
  - **Select All** box [for selecting all eligible items for **Bulk Cancel**].
  - **Select None** box [for selecting none of the eligible items for **Bulk Cancel**].
- The **Listing** table has the following columns:
  - **Sel** [check boxes for marking items to be canceled].
  - **HEG PID**.
  - **RequestId**.
  - **ECS GranuleId**.
  - **DPL ID**.
  - **ESDT**.
  - **Gran Size(MB).**

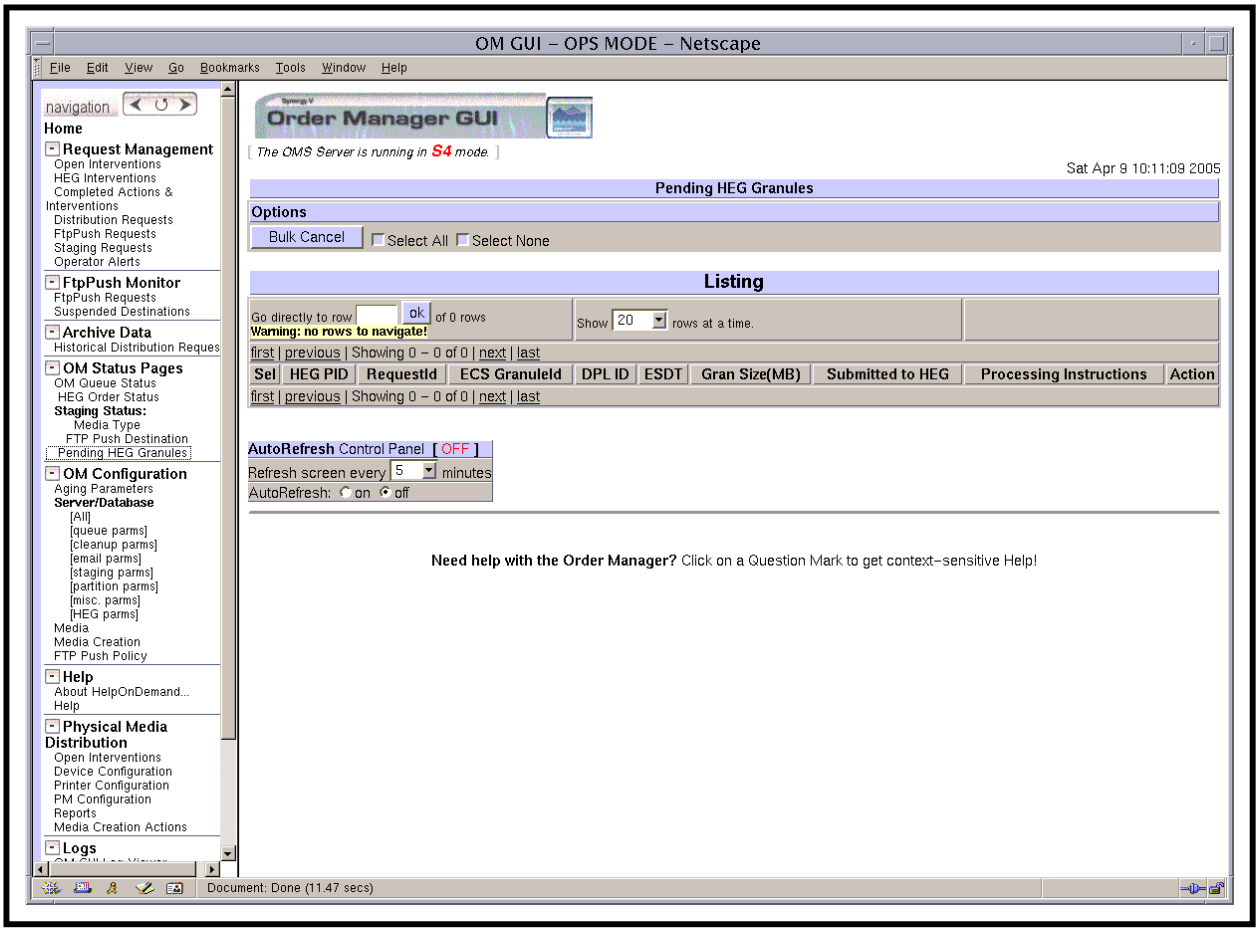

Figure 48. Pending HEG Granules Page

- **Submitted to HEG** [date/time].
- **Processing Instructions.**
- **Action**.

3 Observe information displayed in the **Listing** table of the **Pending HEG Granules** page.

- The **Show _____ rows at a time** window provides a means of selecting the maximum number of rows of data to be displayed at a time.
  - For example, if **Show _____ rows at a time** is being displayed, selecting **50** from the option button would result in the display of a page of data containing up to 50 rows of data.
- Clicking on a specific Request ID in the **Listing** table of the **Pending HEG Granules** page brings up a screen containing detailed data concerning that particular request.

- Horizontal and vertical scroll bars appear when necessary to allow viewing data that are not readily visible in the window.
- If **AutoRefresh** is **ON**, the **Pending HEG Granules** page refreshes automatically as often as specified in the **Refresh screen every *x* minutes** window.
  - If a different refresh option is preferred, perform the procedure for **Setting Refresh Options on OM GUI Pages** (preceding section of this lesson).
  - To manually update (refresh) the data on the screen, click on the ↻ icon in the **OM GUI** navigation frame.
- The Netscape browser **Edit → Find in Page** menu provides a means of performing a keyword search of the data currently being displayed on the screen.
- The **first**, **previous**, **next**, and **last** links provide means of displaying additional pages of data.

4 Click on a specific Request ID in the **Listing** table of the **Pending HEG Granules** page to bring up a screen containing detailed data concerning that particular request.

5 To view the processing instructions for a particular granule click on the **View…** link in the **Processing Instructions** column in the **Listing** table of the **Pending HEG Granules** page to bring up a **Processing Instructions** window.

- A **Processing Instructions** window is displayed (Figure 46); it contains the processing instructions for the line item.
- To close the **Processing Instructions** window, click on the **Close Window** button.

6 To cancel pending HEG granule(s) first click in either the **Select All** check box (if all pending HEG granules are to be failed) in the **Options** area of the **Pending HEG Granules** page or the individual check boxes in the **Sel** column associated with the specific pending HEG granules.

- A checkmark is displayed in each selected check box.

7 To complete the process of canceling pending HEG granule(s) click on the **Bulk Cancel** button in the **Options** area of the **Pending HEG Granules** page.

- The specified pending HEG granules are failed.

8 Repeat Steps 3 through 7 as necessary to view pending HEG granules.

9 To start the process of logging out (if applicable) click on the **Log Out** link in the navigation frame of the **OM GUI**.

- A log-out dialogue box containing the message "Are you sure you want to log out? This will close your browser." is displayed.

10 To complete the process of logging out (when applicable) click on the appropriate button from the following selections:

- **OK** - to dismiss the dialogue box and complete the log-out.
  - The dialogue box is dismissed.
  - The Netscape browser is dismissed.
- **Cancel** - to dismiss the dialogue box without logging out.
  - The dialogue box is dismissed.
  - The **OM GUI** is displayed.

Viewing Operator Alerts on the OM GUI

"Alerts" are non-fatal warnings or errors that do not cause an Operator Intervention, but do provide valuable information concerning distribution resources. An example might be a suspended FTP Push destination.

The **Operator Alerts** page (Figure 49) provides the Distribution Technician (whether full-capability or limited capability operator) with a means of viewing operator alerts. The following types of operator alerts can be displayed:

- FTP Push Destination Alerts (problems with the destination not sufficient to cause an Operator Intervention).
  - When one of the following errors occurs, an ftp push alert is generated:
    - Ftp Push login/password failure.
    - Destination host not reachable.
    - Destination disk space is full.
    - Ftp Push operation timed out.
    - Number of consecutive failures for the destination exceeds the configured max number.
  - If the ftp push destination resolves the problem, the alert is automatically cleared.
- Data Pool File System Alerts.
  - When the DPL file system is made unavailable or has no free space, an alert regarding that file system is generated.
  - The alert is automatically cleared away when the DPL file system is made available or finds more free space.

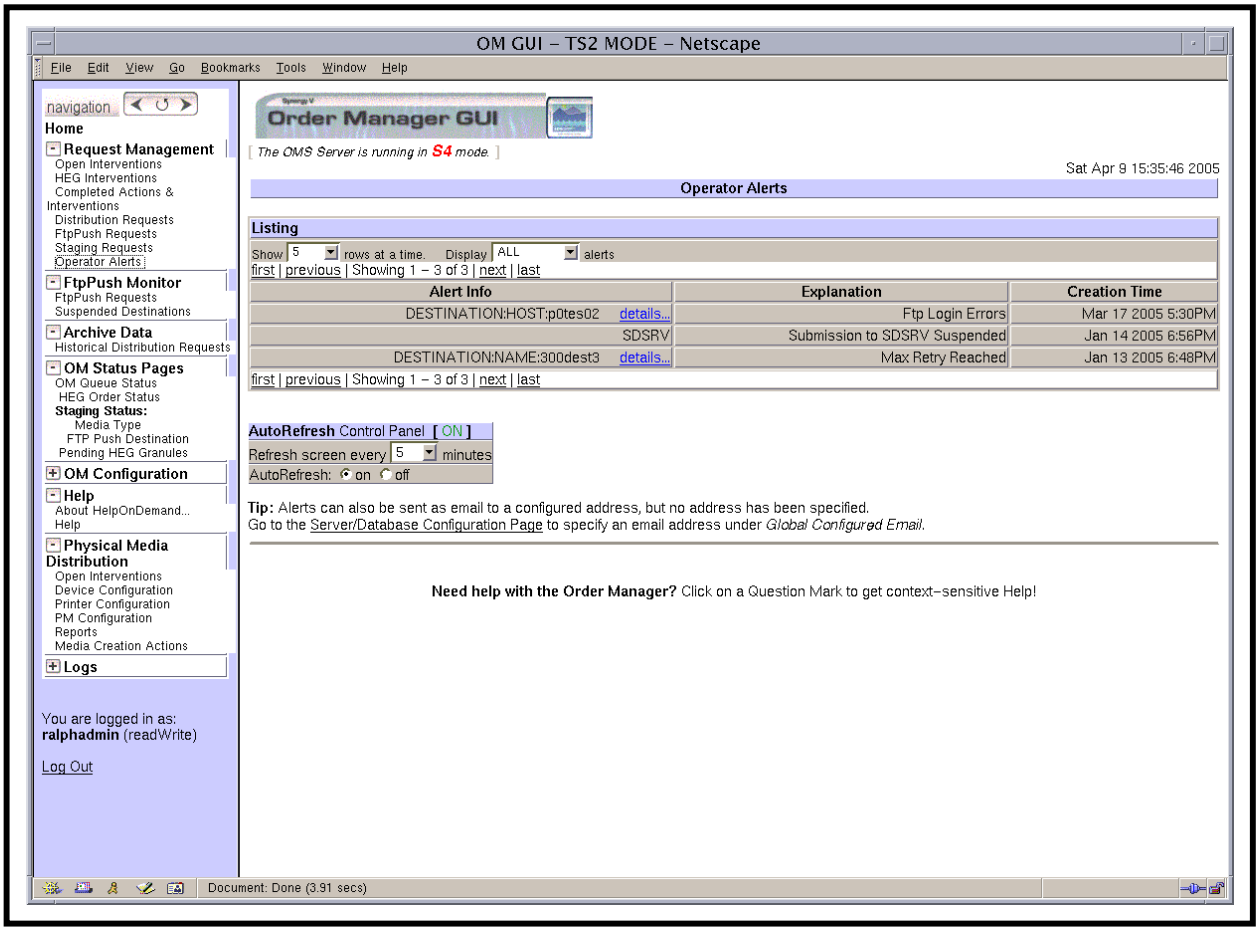

Figure 49. Operator Alerts Page

- Archive Server Alerts.
  - When Order Manager Server detects that Archive Server (Quick Server) is down, it automatically suspends that Archive Server and queues the archive alert with explanation “Access to AMASS file system Failed”.
  - If the Quick Server is brought back up, the archive server is automatically resumed and the alert goes away on its own.
  - If the Order Manager Server detects that the number of staging failures for that archive server exceeds the configured Max Archive Failure, it automatically suspends that Archive Server and queues the archive alert with the explanation “Max Retry Reached”
  - Archive server needs to be manually resumed on the **OM Queue Status** page to make the alert go away.

- ECS Server Alerts (warnings about SDSRV or PDS errors).
  - An alert is generated when the Order Manager Server detects that the PDS or SDSRV is down.
  - The alert is automatically cleared when the OMS Server detects that PDS or SDSRV is running again.

The procedure for viewing operator alerts on the **OM GUI** starts with the following assumptions:

- All applicable servers are currently running.
- The **OM GUI** has been launched.

Viewing Operator Alerts on the OM GUI

---

1 If it has not been expanded already, click on the **Request Management** link in the navigation frame of the **OM GUI**.

- The **Request Management** menu is expanded.

2 Click on the **Operator Alerts** link in the navigation frame of the **OM GUI**.

- The **Operator Alerts** page (Figure 49) is displayed.
- The **Listing** table has the following columns:
  - **Alert Info**.
  - **Explanation.**
  - **Creation Time**.

3 Observe information displayed in the **Listing** table of the **Operator Alerts** page.

- The following types of operator alerts are displayed on the **Operator Alerts** page:
  - **FTP Push Destination Alerts** (problems with the destination not sufficient to cause an Operator Intervention).
  - **Data Pool File System Alerts.**
  - **Archive Server Alerts.**
  - **ECS Server Alerts** (warnings about SDSRV, PDS, or OMS resource errors).
- By default all types of alerts are displayed in the **Listing** table on the **Operator Alerts** page.

- To filter the **Listing** table in a different way, click on the option button associated with the **Display _____ alerts** box then click on the desired selection.
  - The following choices are available:
    - **ALL.**
    - **Archive.**
    - **Data Pool.**
    - **FTP Push.**
    - **PDS.**
    - **SDSRV.**
  - The selected filter is displayed in the **Display _____ alerts** box.
  - The **Operator Alerts** page is refreshed and the filter is applied, so the specified type(s) of alert(s) is (are) displayed in the **Listing** table on the **Operator Alerts** page.
- The list of alerts is sorted in ascending order by date (i.e., the oldest Alerts appear first).
- The **Show _____ rows at a time** window provides a means of selecting the maximum number of rows of data to be displayed at a time.
  - For example, if **Show _____ rows at a time** is being displayed, selecting **50** from the option button would result in the display of a page of data containing up to 50 rows of data.
- Horizontal and vertical scroll bars appear when necessary to allow viewing data that are not readily visible in the window.
- If **AutoRefresh** is **ON**, the **Operator Alerts** page refreshes automatically as often as specified in the **Refresh screen every *x* minutes** window.
  - If a different refresh option is preferred, perform the procedure for **Setting Refresh Options on OM GUI Pages** (preceding section of this lesson).
- To manually update (refresh) the data on the screen, click on the ↻ icon in the **OM GUI** navigation frame.
- The Netscape browser **Edit → Find in Page** menu provides a means of performing a keyword search of the data currently being displayed on the screen.
- The **first**, **previous**, **next**, and **last** links provide means of displaying additional pages of data (if applicable).

- The following message is displayed at the bottom of the **Operator Alerts** page: **Note: All operator alerts are also sent as email to:** ***address***.
  - To change the e-mail address for receiving operator alerts, click on the **Change** link adjacent to the message and change the value of the **Global Configured Email** parameter (for details refer to the procedure for **Checking/Modifying Values Assigned to OMS Server or Database Parameters**).

4 To view detailed information concerning the cause and/or requests affected by the alert, click on the corresponding **details** link in the **Alert Info** column.

- A page describing the alert (e.g., Figure 50) is displayed.

NOTE: Unlike an operator intervention, no specific action can be taken to close an alert. The Order Manager Server automatically clears each alert when the condition(s) that caused it go to a satisfactory state.

5 Repeat Steps 3 and 4 as necessary to view operator alerts.

6 Return to the procedure for **Monitoring/Controlling Distribution Request Information on the OM GUI** (if applicable).

7 To start the process of logging out (if applicable) click on the **Log Out** link in the navigation frame of the **OM GUI**.

- A log-out dialogue box containing the message "Are you sure you want to log out? This will close your browser." is displayed.

8 To complete the process of logging out (when applicable) click on the appropriate button from the following selections:

- **OK** - to dismiss the dialogue box and complete the log-out.
  - The dialogue box is dismissed.
  - The Netscape browser is dismissed.
- **Cancel** - to dismiss the dialogue box without logging out.
  - The dialogue box is dismissed.
  - The **OM GUI** is displayed.

Viewing Completed Operator Actions and Interventions on the OM GUI

The **Completed Operator Actions and Interventions** page (Figure 51) provides the Distribution Technician (whether full-capability or limited capability operator) with a means of viewing completed action/intervention information on the OM GUI.

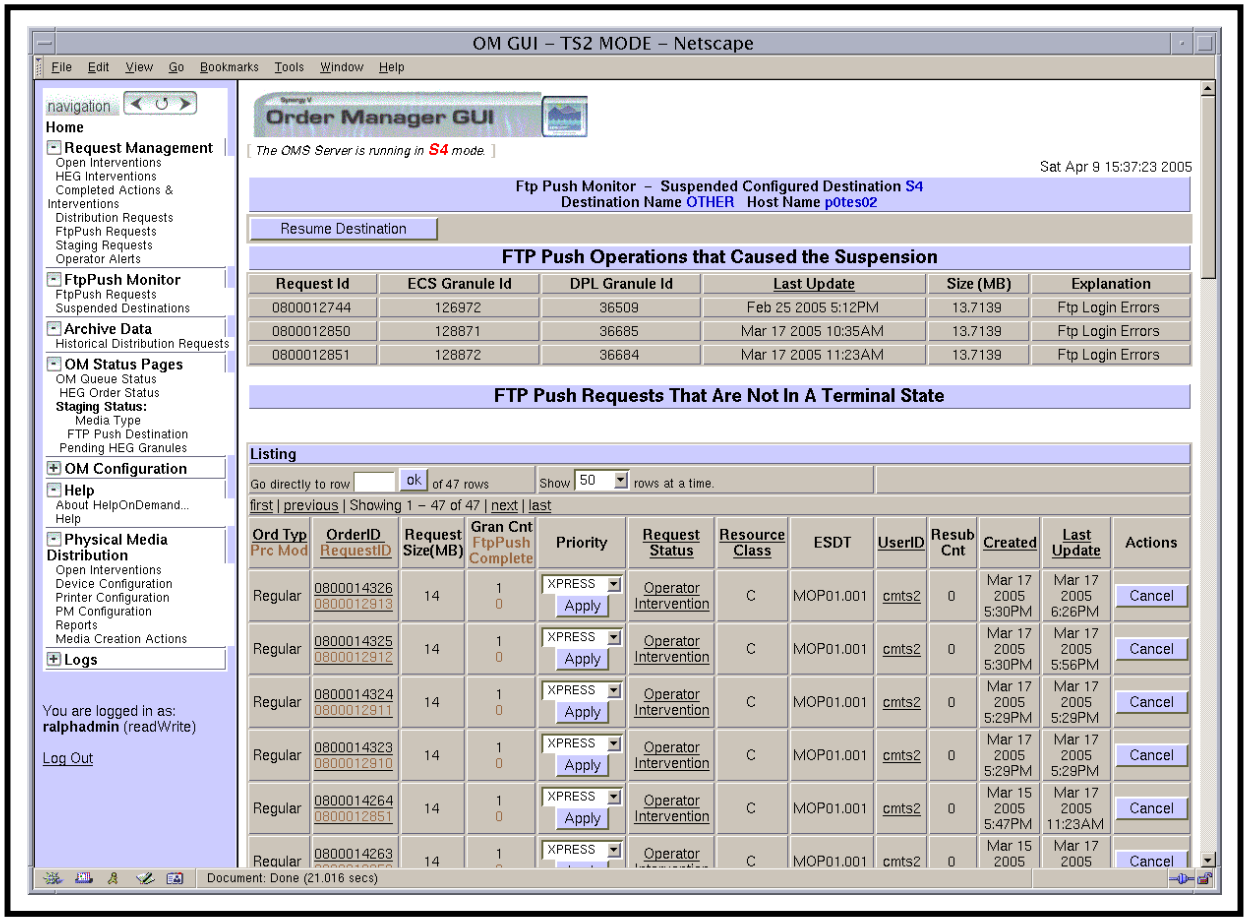

Figure 50. Suspended Host Detail Page

The procedure for viewing completed action/intervention information on the OM GUI starts with the following assumptions:

- All applicable servers are currently running.
- The **OM GUI** has been launched [e.g., as described in the procedure for **Launching the Order Manager GUI** (preceding section of this lesson)].

Viewing Completed Operator Actions and Interventions on the OM GUI

1 If it has not been expanded already, click on the **Request Management** link in the navigation frame of the **OM GUI**.

- The **Request Management** menu is expanded.

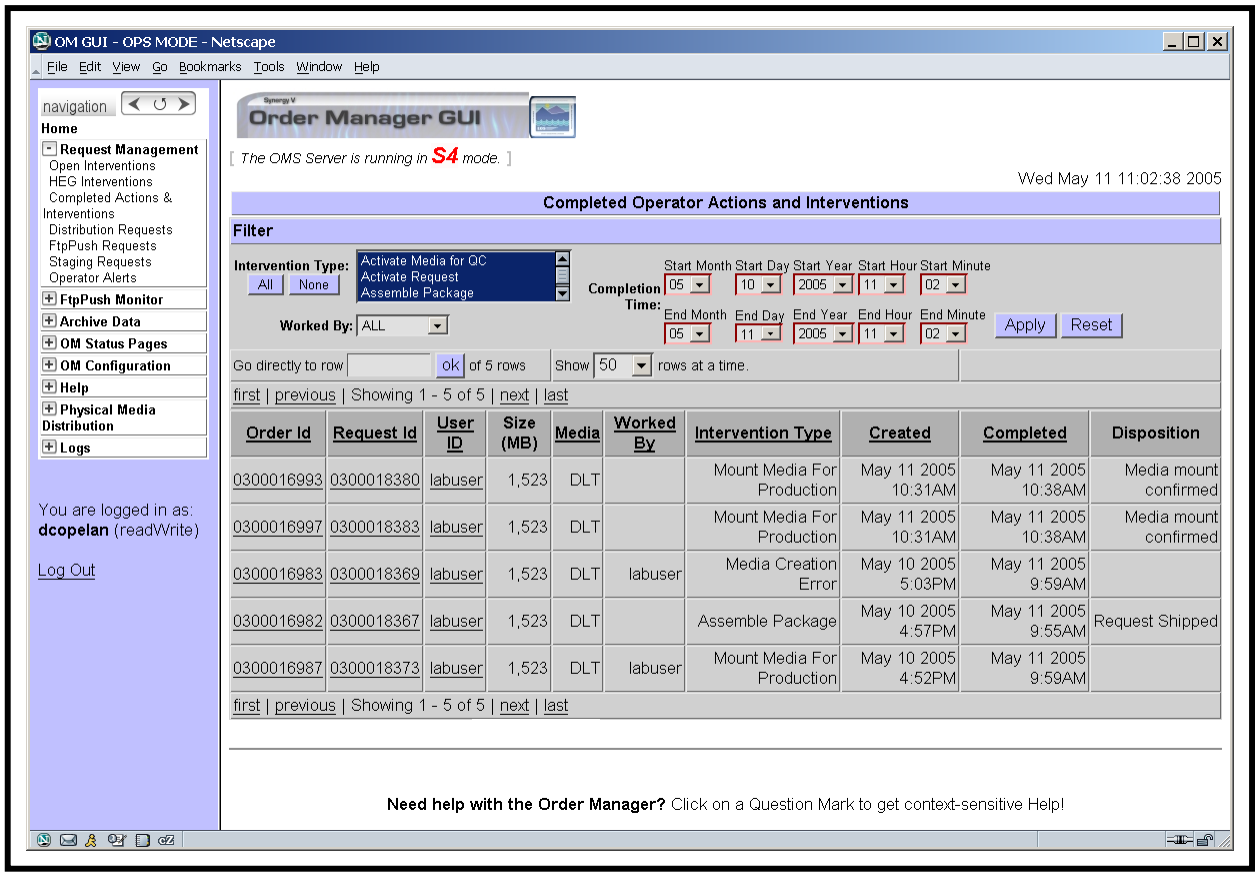

Figure 51. Completed Operator Actions and Interventions Page

2 Click on the **Completed Operator Actions & Interventions** link in the navigation frame of the **OM GUI**.

- The **Completed Operator Actions and Interventions** page (Figure 51) is displayed.
- The **Listing** table has the following columns:
  - **Order Id.**
  - **Request Id.**
  - **User ID.**
  - **Size (MB).**
  - **Media.**
  - **Worked by.**
  - **Created.**
  - **Completed.**

- **Disposition.**

3 Observe information displayed in the table of the **Completed Operator Actions and Interventions** page.

- By default, data concerning up to 50 requests with completed operator actions and interventions (and "completion time" within the last 24 hours) are displayed at a time.
  - It is important to check the filter settings when opening the **Completed Operator Actions and Interventions** page because changes to the filter settings tend to persist, even from one session to another.
  - To filter the table in a different way, perform the procedure for **Filtering Data Displayed on the Completed Operator Actions and Interventions Page** (subsequent section of this lesson).
- Clicking on a link in the column header row of the table causes table contents to be sorted on that column.
  - For example, clicking on the **Worked By** link causes the table to be organized alphabetically by the IDs of the people who worked on the interventions in the list.
- Clicking on a specific Order ID or Request ID brings up a screen containing more detailed data concerning that particular order or request.
- Horizontal and vertical scroll bars appear when necessary to allow viewing data that are not readily visible in the window.
- To manually update (refresh) the data on the screen, click on the ↺ icon in the **OM GUI** navigation frame.
- The Netscape browser **Edit → Find in Page** menu provides a means of performing a keyword search of the data currently being displayed on the screen.
- The **first**, **previous**, **next**, and **last** links provide means of displaying additional pages of data.

4 If the desired request with completed intervention is not listed in the table of the **Completed Operator Actions and Interventions** page, perform the procedure for **Filtering Data Displayed on the Completed Operator Actions and Interventions Page** (subsequent section of this lesson).

5 If request filtering was necessary, return to Step 3.

6 Click on a specific Request ID in the table of the **Completed Operator Actions and Interventions** page to bring up a screen containing more detailed data concerning that particular request.

- For example, clicking on Request ID **0300004174** brings up a **Completed Intervention/Action Detail** (i.e., **Completed Operator Action for Request 0300004174**) page (Figure 52).

7 Observe information displayed on the **Completed Intervention/Action Detail** (**Completed Intervention/Action for Request *x***) page.

- The following items are displayed on the **Completed Intervention/Action Detail** page.
  - **User Id.**
  - **email.**
  - **Priority.**
  - **Order Id.**
  - **Size (MB).**
  - **Media.**
  - **Worked By.**
  - **Created.**
  - **Completed.**
  - **Disposition.**
  - **Explanation.**
  - **Granule List: DBID, ESDT Type, Size (MB), Status, Processing Instructions, Explanation.**
  - **OPERATOR NOTES.**
- Click on the ← icon in the **OM GUI** navigation frame to redisplay the **Completed Operator Actions and Interventions** page.

8 Return to Step 3 to view information concerning another completed intervention (if applicable).

9 To start the process of logging out (when applicable) click on the **Log Out** link in the navigation frame of the **OM GUI**.

- A log-out dialogue box containing the message "Are you sure you want to log out? This will close your browser." is displayed.

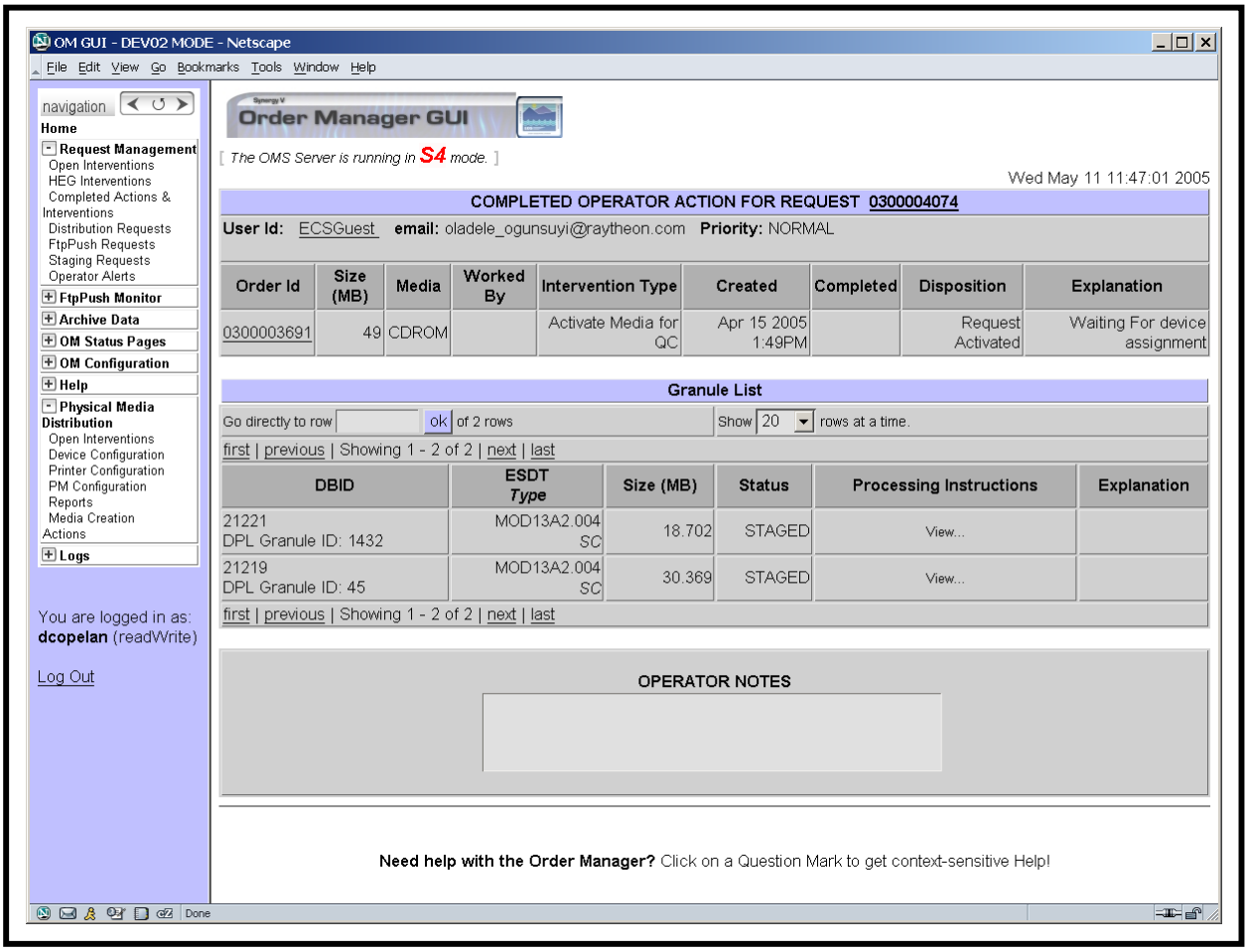

Figure 52. Completed Intervention/Action Detail (Completed Operator Intervention/Action for Request X) Page

10 To complete the process of logging out (when applicable) click on the appropriate button from the following selections:

- **OK** - to dismiss the dialogue box and complete the log-out.
  - The dialogue box is dismissed.
  - The Netscape browser is dismissed.
- **Cancel** - to dismiss the dialogue box without logging out.
  - The dialogue box is dismissed.
  - The **OM GUI** is displayed.

Filtering Data Displayed on the Completed Operator Actions and Interventions Page

Features at the top of the **Completed Operator Actions and Interventions** page provide the Distribution Technician (whether full-capability or limited capability operator) with a means of filtering data displayed on the **Completed Operator Actions and Interventions** page. By default, data concerning up to 50 requests with completed operator actions or interventions (and "completion time" within the last 24 hours) are displayed at a time.

NOTE: The session ID provides a means of tracking which GUI pages are accessed and what filter options are used during a particular session. Such data is especially important when several operators are using the OM GUI in the same mode at the same time. For example, an individual operator's previously selected filter options can be retrieved from the session data so the filter options do not have to be reentered every time the same type of search is performed.

The procedure for filtering data displayed on the **Completed Operator Actions and Interventions** page starts with the following assumptions:

- All applicable servers are currently running.
- The **OM GUI** has been launched [e.g., as described in the procedure for **Launching the Order Manager GUI** (preceding section of this lesson)].
- The **Completed Operator Actions and Interventions** page (Figure 51) is being displayed.

Filtering Data Displayed on the Completed Operator Actions and Interventions Page

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NOTE: By default, completed operator actions and interventions are filtered by "completion time," providing access to all interventions completed within the last 24 hours. However, changes made to the filter settings tend to persist, even from one session to another. To restore the default filtering criteria click on the **Reset** button in the **Filter** area near the top of the **Completed Operator Actions and Interventions** page.

NOTE: Completed operator actions and interventions are not permanently available on the **Completed Operator Actions and Interventions** page. If filtering does not cause data concerning the desired intervention(s) to be displayed, check the **Delete Complete Interventions After** and **Delete Complete Actions After** parameters to see if the window of opportunity has already closed. (For detailed instructions refer to the procedure for **Checking/Modifying Values Assigned to OM Configuration Parameters**.)

1 If interventions of particular type(s) only should be displayed on the **Completed Operator Actions and Interventions** page, click on the desired type(s) in the **Intervention Type** window to highlight or unhighlight it/them (while holding down either the **Shift** key or the **Ctrl** key if highlighting multiple selections).

- To quickly deselect all highlighted types, click on the **Intervention Type – None** button (clears all selections so individual types can be selected).
- To quickly select all types, click on the **Intervention Type – All** button (all items are highlighted).
- The following choices are available:
  - **Collect Media for QC.**
  - **Dismount Media from Production.**
  - **HEG Error.**
  - **Media Creation Error.**
  - **Mount Media for Production.**
  - **Mount Media for QC.**
  - **Operator Intervention.**
  - **QC Failed.**
  - **Synergy III Request.**
- Selected type(s) is (are) highlighted in the **Intervention Type** window; undesired type(s) is (are) not highlighted in the **Intervention Type** window.
- A vertical scroll bar allows viewing data that are not readily visible in the **Intervention Type** window.
- Filtering by "Intervention Type" may be combined with other filtering options (refer to Steps 2 and 3).
- If all filtering criteria have been selected, go to Step 4.

2 If interventions "worked by" a particular individual only should be displayed on the **Completed Operator Actions and Interventions** page, click on the **Worked by:** option button to display a menu of individuals then click on the desired selection.

- In addition to a list of individuals, the **Worked by:** option button has an **ALL** option.
- Selected individual (or "**ALL"**) is displayed on the **Worked by:** option button.
- Filtering by the individual who worked on interventions may be combined with filtering by "Completion Time" (refer to Step 3).
- If "Completion Time" filtering criteria are not going to be selected, go to Step 4.

3 If the intervention(s) to be viewed has (have) "Completion Time" outside the range indicated in the **Start Month**, **Start Day**, **Start Year**, **Start Hour**, **Start Minute**, **End Month**, **End Day**, **End Year**, **End Hour**, and **End Minute** boxes, as necessary click on each date/time option button to display a drop-down list of month, day, year, hour, or minute options then click on the desired selection.

- Selected number is displayed in each date/time box.

4 When all relevant filtering criteria have been selected (as described in Steps 2 and 3), click on the **Apply** button.

- The **Completed Operator Actions and Interventions** page refreshes.
- Only requests that meet the specified filter criteria appear in the **Listing** table on the **Completed Operator Actions and Interventions** page.

5 Return to the procedure for **Viewing Completed Intervention Information on the OM GUI**.

Viewing Historical Distribution Requests on the OM GUI

The **Historical Distribution Requests** page (Figure 53) provides the Distribution Technician (whether full-capability or limited capability operator) with a means of viewing historical distribution request information on the OM GUI.

The procedure for viewing completed intervention information on the OM GUI starts with the following assumptions:

- All applicable servers are currently running.
- The **OM GUI** has been launched [e.g., as described in the procedure for **Launching the Order Manager GUI** (preceding section of this lesson)].

Viewing Historical Distribution Requests on the OM GUI

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1 If it has not been expanded already, click on the **Archive Data** link in the navigation frame of the **OM GUI**.

- The **Archive Data** menu is expanded.

2 Click on the **Historical Distribution Requests** link in the navigation frame of the **OM GUI**.

- The **Historical Distribution Requests** page (Figure 53) is displayed.
- The **Listing** table has the following columns:
  - **Ord Typ/Proc Mod.**

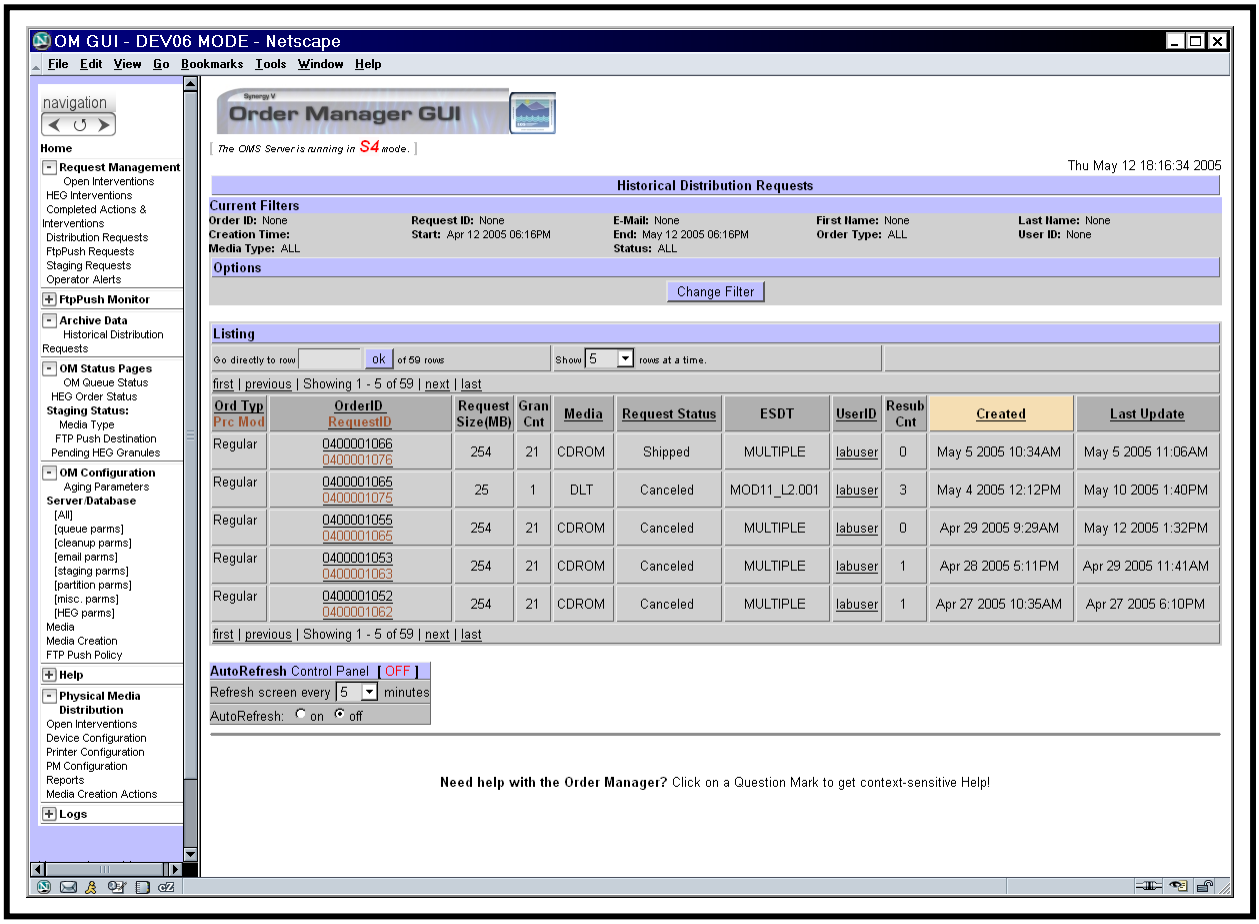

Figure 53. Historical Distribution Requests Page

- **OrderId/RequestId.**
- **Request Size (MB).**
- **Gran Cnt.**
- **Media.**
- **Request Status.**
- **ESDT.**
- **UserID.**
- **Resub Cnt.**
- **Created.**
- **Last Update.**

3 Observe information displayed in the **Listing** table of the **Historical Distribution Requests** page.

- By default, data concerning up to 50 historical requests (and "last update" within the last 24 hours) are displayed at a time.
  - It is important to check the filter settings when opening the **Historical Distribution Requests** page because changes to the filter settings tend to persist, even from one session to another.
  - To filter the **Historical Distribution Requests Listing** in a different way, perform the procedure for **Filtering Data Displayed on the Distribution Requests Pages** (preceding section of this lesson).
- Clicking on a link in the column header row of the table causes table contents to be sorted on that column.
  - For example, clicking on the **Request Status** link causes the table to be organized alphabetically by the status of the requests in the list.
- Clicking on a specific Order ID or Request ID brings up a screen containing more detailed data concerning that particular order or request.
- Horizontal and vertical scroll bars appear when necessary to allow viewing data that are not readily visible in the window.
- To manually update (refresh) the data on the screen, click on the ↻ icon in the **OM GUI** navigation frame.
- The Netscape browser **Edit → Find in Page** menu provides a means of performing a keyword search of the data currently being displayed on the screen.
- The **first**, **previous**, **next**, and **last** links provide means of displaying additional pages of data.

4 If the desired request(s) is (are) not listed in the **Listing** table of the **Historical Distribution Requests** page, perform the procedure for **Filtering Data Displayed on the Distribution Requests Pages** (preceding section of this lesson).

5 If request filtering was necessary, return to Step 3.

6 Return to Step 3 to view information concerning another order or request (if applicable).

7 To start the process of logging out (if applicable) click on the **Log Out** link in the navigation frame of the **OM GUI**.

- A log-out dialogue box containing the message "Are you sure you want to log out? This will close your browser." is displayed.

8 To complete the process of logging out (when applicable) click on the appropriate button from the following selections:

- **OK** - to dismiss the dialogue box and complete the log-out.
  - The dialogue box is dismissed.
  - The Netscape browser is dismissed.
- **Cancel** - to dismiss the dialogue box without logging out.
  - The dialogue box is dismissed.
  - The **OM GUI** is displayed.

Viewing and Responding to Suspended FTP Push Distribution Destinations

The **Suspended Destinations** page (Figure 54) provides the full-capability operator with a means of viewing suspended FTP push destinations and a means of taking the following kinds of actions with respect to suspended FTP push destinations:

- Resume suspended destinations.
- Suspend active destinations.
- View details of active or suspended destinations.

The procedure for viewing and responding to suspended FTP push distribution destinations on the **OM GUI** starts with the following assumptions:

- All applicable servers are currently running.
- The **OM GUI** has been launched.

Viewing and Responding to Suspended FTP Push Distribution Destinations

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1 If it has not been expanded already, click on the **FtpPush Monitor** link in the navigation frame of the **OM GUI**.

- The **FtpPush Monitor** menu is expanded.

2 If the **Suspended Destinations** page (Figure 54) is not already being displayed, click on the **Suspended Destinations** link in the navigation frame of the **OM GUI**.

- The **Suspended Destinations** page (Figure 54) is displayed.

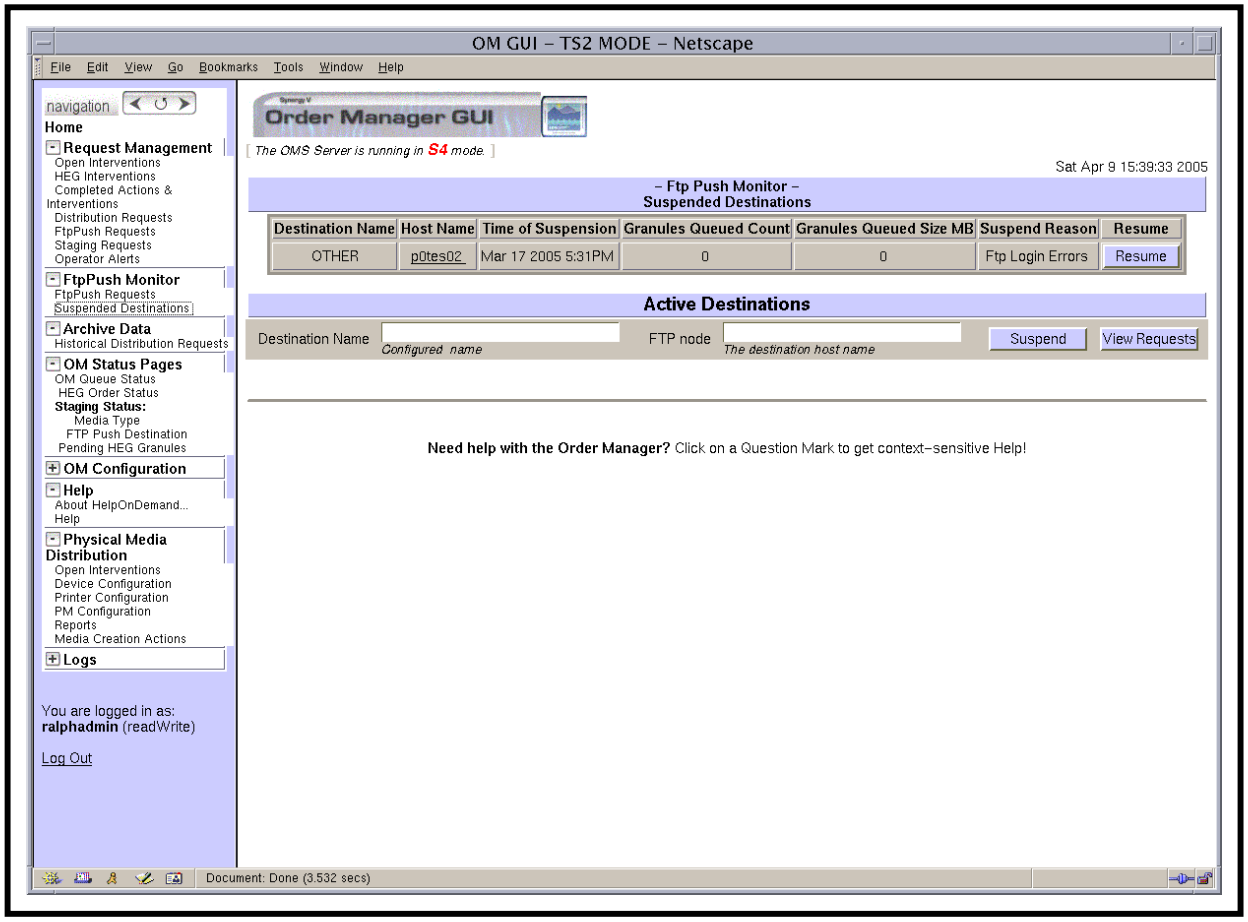

Figure 54. Suspended Destinations Page

3 Observe information displayed on the **Suspended Destinations** page.

- The **Suspended Destinations** page has the following columns:
  - **Destination Name**.
  - **Host Name.**
  - **Time of Suspension** (if applicable, date and time when the destination was suspended).
  - **Granules Queued Count** (number of granules that are queued).
  - **Granules Queued Size MB** (total size in MB of all granules that are queued).
  - **Suspend Reason** (why the destination was suspended).
  - **Resume** (buttons for resuming the destination).

- Horizontal and vertical scroll bars appear when necessary to allow viewing data that are not readily visible in the window.
- To manually update (refresh) the data on the screen, click on the ↻ icon in the **OM GUI** navigation frame.
- The Netscape browser **Edit → Find in Page** menu provides a means of performing a keyword search of the data currently being displayed on the screen.

4 To resume a suspended destination, click on the **Resume** button in the destination's **Resume** column.

- The destination is resumed.
- The **Suspended Destinations** page refreshes and the resumed destination is no longer on the list of suspended destinations.

5 To start the process of either suspending an active destination or viewing destination details (for an active or suspended destination), first type either the ***name*** in the **Destination Name** text field or the destination ***hostname*** in the **FTP Node** text field.

6 To suspend an active destination (after making the appropriate entry in either the **Destination Name** text field or the **FTP Node** text field), click on the **Suspend** button in the **Active Destination** area.

- The destination is suspended.
- The **Suspended Destinations** page refreshes and the suspended destination is included in the list of suspended destinations.
- An alternative is to suspend the active destination from the **Destination Details** page – go to Step 7.

7 To view ftp push requests associated with an active destination or a suspended destination (after making the appropriate entry in either the **Destination Name** text field or the **FTP Node** text field), click on the **View Requests** button in the **Active Destination** area.

- The **Destination Details** page (Figure 38) is displayed.
  - The following types of data are displayed in the **FTP Push Operations that Caused the Suspension** area (if applicable):
    - **Request Id.**
    - **ECS Granule Id.**
    - **DPL Granule Id.**
    - **Last Update.**
    - **Size (MB).**

- **Explanation.**

– The following types of data are displayed in the **FTP Push Requests That Are Not In A Terminal State** area:

- **Ord Typ/Prc Mod.**
- **OrderID/RequestID.**
- **Request Size (MB).**
- **Gran Cnt/FtpPush Complete.**
- **Priority.**
- **Request Status.**
- **Resource Class.**
- **ESDT.**
- **UserID.**
- **Resub Cnt.**
- **Created.**
- **Last Update.**
- **Actions.**

- To respond to conditions indicated on the **Destination Details** page refer to the procedure for **Viewing and Responding to Destination Details on the OM GUI**.

8 Repeat Steps 3 through 7 as necessary to view and respond to information concerning suspended FtpPush distribution destinations on the **OM GUI**.

9 To start the process of logging out (if applicable) click on the **Log Out** link in the navigation frame of the **OM GUI**.

- A log-out dialogue box containing the message "Are you sure you want to log out? This will close your browser." is displayed.

10 To complete the process of logging out (when applicable) click on the appropriate button from the following selections:

- **OK** - to dismiss the dialogue box and complete the log-out.
  – The dialogue box is dismissed.
  – The Netscape browser is dismissed.
- **Cancel** - to dismiss the dialogue box without logging out.
  – The dialogue box is dismissed.

– The **OM GUI** is displayed.

Viewing and Responding to Destination Details on the OM GUI

The **Destination Details** page (Figure 38) provides the full-capability operator with a means of viewing detailed data concerning a particular destination and a means of taking the following kinds of actions:

- Suspend an active destination.
- Resume a suspended destination.
- Change the priority of a distribution request associated with the FtpPush destination while granules for the request still need to be staged or while granules for the request still need to be pushed.
- Suspend a request that still needs to be staged or while granules for the request still need to be pushed.
- Resume a request that was suspended by the **OM GUI** operator or while the processing of new requests by the OMS is suspended.
- Cancel a request that is not in a terminal state and while granules for the request still need to be staged or while granules for the request still need to be pushed.

The procedure for viewing and responding to destination details on the **OM GUI** starts with the following assumptions:

- All applicable servers are currently running.
- The **OM GUI** has been launched.
- The **Destination Details** page (Figure 38) is being displayed.

Viewing and Responding to Destination Details on the OM GUI

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1 If the **Destination Details** page (Figure 38) is not already being displayed, perform the procedure for **Viewing and Responding to Suspended FTP Push Distribution Destinations** (previous section of this lesson) to display the page.

- The **Destination Details** page (Figure 38) is displayed.

2 Observe information displayed on the **Active Destinations Detail** page.

- The following types of data are displayed in the **FTP Push Operations that Caused the Suspension** area (if applicable):
  - **Request Id.**
  - **ECS Granule Id.**

  - **DPL Granule Id.**
  - **Last Update.**
  - **Size (MB).**
  - **Explanation.**

- The following types of data are displayed in the **FTP Push Requests That Are Not In A Terminal State** area:
  - **Ord Typ/Prc Mod.**
  - **OrderID/RequestID.**
  - **Request Size (MB).**
  - **Gran Cnt/FtpPush Complete.**
  - **Priority.**
  - **Request Status.**
  - **Resource Class.**
  - **ESDT.**
  - **UserID.**
  - **Resub Cnt.**
  - **Created.**
  - **Last Update.**
  - **Actions.**

- Clicking on a link in the column header row of the table causes table contents to be sorted on that column.
  - For example, clicking on the **RequestID** link causes the table to be organized in numerical order by Request ID.

- Clicking on a specific Order ID or Request ID brings up a screen containing more detailed data concerning that particular order or request.

- Clicking on a specific User ID brings up a screen that shows user profile information for that user.

- The **Show _____ rows at a time** window provides a means of selecting the maximum number of rows of data to be displayed at a time.
  - For example, if **Show _____ rows at a time** is being displayed, selecting **50** from the option button would result in the display of a page of data containing up to 50 rows of data.

- Horizontal and vertical scroll bars appear when necessary to allow viewing data that are not readily visible in the window.
- If **AutoRefresh** is **ON**, the **Distribution Requests** page refreshes automatically as often as specified in the **Refresh screen every *x* minutes** window.
  - If a different refresh option is preferred, perform the procedure for **Setting Refresh Options on OM GUI Pages** (preceding section of this lesson).
- To manually update (refresh) the data on the screen, click on the ↻ icon in the **OM GUI** navigation frame.
- The Netscape browser **Edit → Find in Page** menu provides a means of performing a keyword search of the data currently being displayed on the screen.
- The **first**, **previous**, **next**, and **last** links provide means of displaying additional pages of data.
- The **Go directly to row…** window provides a means of displaying a page of data starting with a particular row of the table.
  - For example, if **Go directly to row _____ of 415 rows** is being displayed, typing **315** in the window and clicking on the **ok** button would result in the display of a page of data containing rows 315 through 364.

3 To suspend an active destination (if applicable) click on the **Suspend Destination** button.

- The destination is suspended.
- The **Suspend Destination** button becomes a **Resume Destination** button.

4 To resume a suspended destination, click on the **Resume Destination** button.

- The destination is resumed.
- The **Resume Destination** button becomes a **Suspend Destination** button.

5 To change the priority of a particular distribution request (when applicable) perform the procedure for **Changing the Priority of a Distribution Request Using the OM GUI** (preceding section of this lesson).

6 To either suspend a particular distribution request or resume processing of a suspended request (when applicable) perform the procedure for **Suspending, Resuming, Canceling, Resubmitting, or Stopping a Distribution Request Using the OM GUI** (preceding section of this lesson).

7 To cancel a particular distribution request (when applicable) perform the procedure for **Suspending, Resuming, Canceling, Resubmitting, or Stopping a Distribution Request Using the OM GUI** (preceding section of this lesson).

8 To review and/or respond to an open intervention for a particular distribution request first click on the **Open Intervention** link in the **Request Status** column for the request in the **Listing** table.

9 To review and/or respond to an open intervention go to the procedure for **Viewing Open Intervention Information on the OM GUI** (preceding section of this lesson).

10 Repeat Steps 2 through 9 as necessary to view and respond to destination details.

11 To start the process of logging out (if applicable) click on the **Log Out** link in the navigation frame of the **OM GUI**.

- A log-out dialogue box containing the message "Are you sure you want to log out? This will close your browser." is displayed.

12 To complete the process of logging out (when applicable) click on the appropriate button from the following selections:

- **OK** - to dismiss the dialogue box and complete the log-out.
  - The dialogue box is dismissed.
  - The Netscape browser is dismissed.
- **Cancel** - to dismiss the dialogue box without logging out.
  - The dialogue box is dismissed.
  - The **OM GUI** is displayed.

Checking/Modifying OM Queue Status

The **OM Queue Status** page (Figure 55) provides the full-capability operator with a means of checking and modifying OM queue status. The **OM Queue Status** page allows the full-capability operator to monitor and change the current status of request queues for all media as well as the request queues for PDS, OMS, SDSRV, e-mail, staging, and HEG. (The limited-capability operator can monitor but cannot change the status of queues.) In addition, the **OM Queue Status** page allows both full-capability and limited-capability operators to determine the status ("up" or "down") of the Order Manager Server.

The procedure for checking/modifying OM queue status starts with the following assumptions:

- All applicable servers are currently running.
- The **OM GUI** has been launched [e.g., as described in the procedure for **Launching the Order Manager GUI** (preceding section of this lesson)].

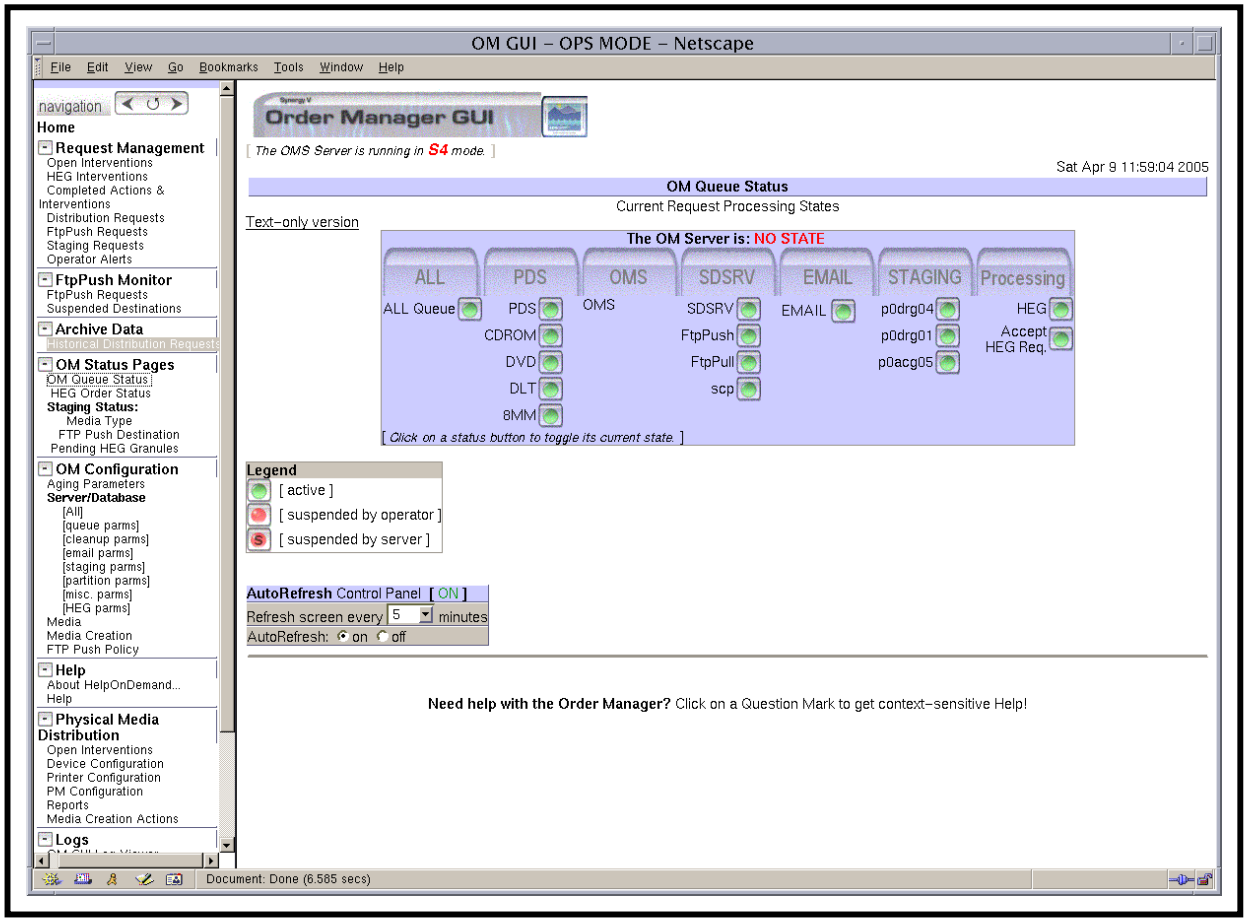

Figure 55. OM Queue Status Page

Checking/Modifying OM Queue Status

1 If it has not been expanded already, click on the **OM Status Pages** link in the navigation frame of the **OM GUI**.

- The **OM Status Pages** menu is expanded.

2 If the **OM Queue Status** page (Figure 55) is not already being displayed, click on the **OM Queue Status** link in the navigation frame of the **OM GUI**.

- The **OM Queue Status** page (Figure 55) is displayed.
- If the **OM Queue Status** page is not displayed within a minute, it is likely that the OM Server is not operating properly.
  - For example, it may have stalled while trying to process requests that it could not process.

- The **OM Queue Status** page has the following columns:
  - **ALL** [QUEUES].
  - **PDS.**
  - **OMS.**
  - **SDSRV.**
  - **EMAIL.**
  - **STAGING.**
  - **Processing (HEG).**

3 Observe information displayed in the **Current Request Processing States** table.

- Directly under the **Current Request Processing States** header, one of the following statements is displayed:
  - **The OM Server is: UP** [indicates that the OM Server is currently operating].
  - **The OM Server is: DOWN** [indicates that the OM Server is not currently operating].

NOTE: The status of the OM Server is determined by a program called "Sweeper," which makes an attempt to connect with the OM Server. If a connection cannot be made, it is assumed that the OM Server is down. If Sweeper was not installed correctly, either the error screen is displayed with a Sweeper error message or the Sweeper error message is displayed right on the **OM Queue Status** page itself. This does not necessarily mean that the OM Server is down.

- The status indicators ("lights") in the **Current Request Processing States** table are color-coded to indicate the status of the request queues.
  - Green "light" indicates that the queue is active/un-suspended.
  - Red "light" with an "S" indicates that the server suspended the queue.
  - Red "light" with no "S" indicates that the queue has been suspended by the operator.
- On the **OM Queue Status** page there is a legend that describes the coding.
- Clicking on the **Text-only version** link brings up a text-only version of the page (Figure 56) intended for visually impaired operators.
- The status indicators are buttons that the operator clicks to toggle their state (from "activate" to "suspend" or vice versa).

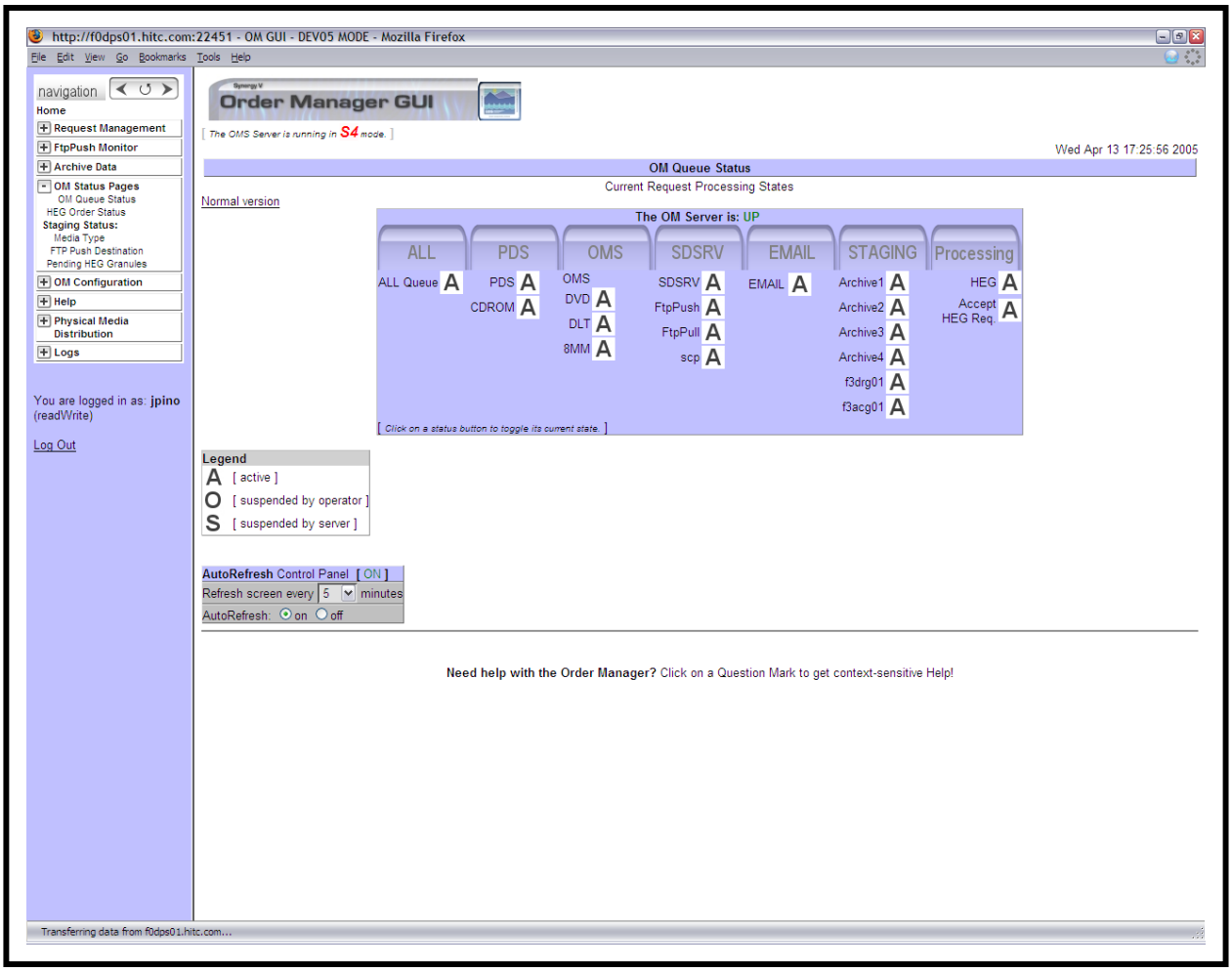

Figure 56. OM Queue Status Page - Text-Only Version

- If **AutoRefresh** is **ON**, the **OM Queue Status** page refreshes automatically as often as specified in the **Refresh screen every *x* minutes** window.
  - If a different refresh option is preferred, perform the procedure for **Setting Refresh Options on OM GUI Pages** (preceding section of this lesson).
- To manually update (refresh) the data on the screen, click on the ↻ icon in the **OM GUI** navigation frame.
- The Netscape browser **Edit → Find in Page** menu provides a means of performing a keyword search of the data currently being displayed on the screen.

4 If it is necessary to either activate or suspend a request queue (and there is authorization to do so), click on the queue status indicator/button to initiate toggling of its state (from "activate" to "suspend" or vice versa).

- A confirmation dialogue box is displayed to determine whether the state of the queue should really be changed.

5 To complete the process of toggling the state of a queue (if applicable) click on the appropriate button from the following selections:

- **OK** - to change the state of the queue and dismiss the dialogue box.
  - The dialogue box is dismissed.
  - The queue status indicator/button changes color (or letter in the case of the text-only version of the page) to indicate the new state.
- **Cancel** - to dismiss the dialogue box without changing the state of the queue.
  - The dialogue box is dismissed.
  - The queue status indicator/button remains unchanged.

6 Repeat Steps 4 and 5 as necessary to change the state of additional request queues.

7 To start the process of logging out (if applicable) click on the **Log Out** link in the navigation frame of the **OM GUI**.

- A log-out dialogue box containing the message "Are you sure you want to log out? This will close your browser." is displayed.

8 To complete the process of logging out (when applicable) click on the appropriate button from the following selections:

- **OK** - to dismiss the dialogue box and complete the log-out.
  - The dialogue box is dismissed.
  - The Netscape browser is dismissed.
- **Cancel** - to dismiss the dialogue box without logging out.
  - The dialogue box is dismissed.
  - The **OM GUI** is displayed.

Checking/Modifying HEG Order Status

The **HEG Order Status** page provides the Distribution Technician (whether full-capability or limited capability operator) with means of checking HEG status.

The **HEG Order Status** page allows the Distribution Technician to monitor the number of HEG requests and data volume currently in HEG processing. The information is arranged in the following three categories:

- Total HEG requests queued.
- Total HEG granules queued.
- Total input data (MB).

The procedure for checking/modifying HEG order status starts with the following assumptions:

- All applicable servers are currently running.
- The **OM GUI** has been launched [e.g., as described in the procedure for **Launching the Order Manager GUI** (preceding section of this lesson)].

Checking/Modifying HEG Order Status

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1 If it has not been expanded already, click on the **OM Status Pages** link in the navigation frame of the **OM GUI**.

- The **OM Status Pages** menu is expanded.

2 If the **HEG Order Status** page (Figure 57) is not already being displayed, click on the **HEG Order Status** link in the navigation frame of the **OM GUI**.

- The **HEG Order Status** page (Figure 57) is displayed.

3 Observe information displayed in the table on the **HEG Order Status** page.

- The **HEG Order Status** page has the following columns:
  - **Total HEG Requests Queued.**
  - **Total HEG Granules Queued.**
  - **Total Input Data (MB).**
- If **AutoRefresh** is **ON**, the **HEG Order Status** page refreshes automatically as often as specified in the **Refresh screen every *x* minutes** window.
  - If a different refresh option is preferred, perform the procedure for **Setting Refresh Options on OM GUI Pages** (preceding section of this lesson).
- To manually update (refresh) the data on the screen, click on the ↻ icon in the **OM GUI** navigation frame.

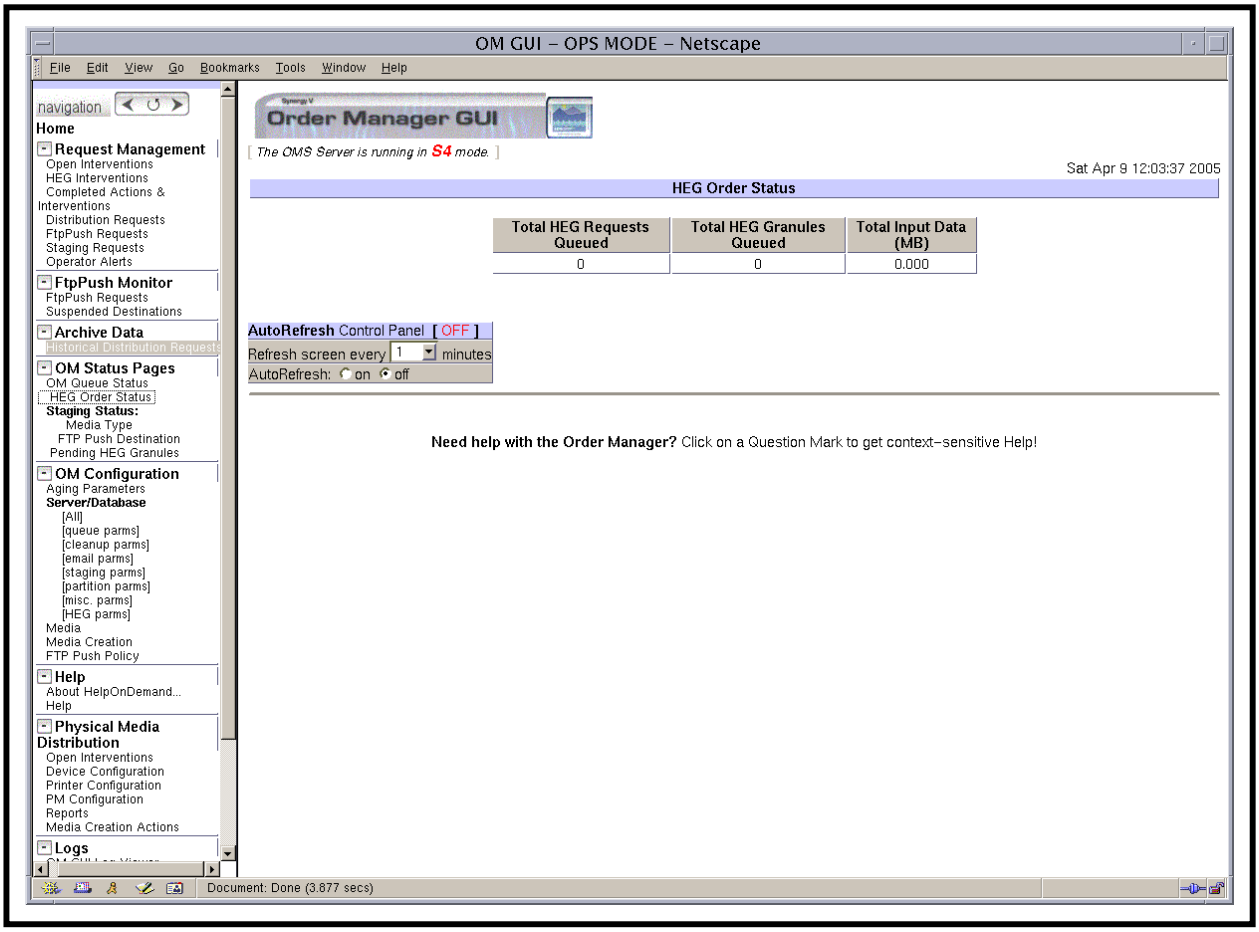


Figure 57. HEG Order Status Page

- The Netscape browser **Edit → Find in Page** menu provides a means of performing a keyword search of the data currently being displayed on the screen.

4 To check or modify HEG queue status go to the procedure for **Checking/Modifying OM Queue Status** (preceding section of this lesson).

5 To start the process of logging out (if applicable) click on the **Log Out** link in the navigation frame of the **OM GUI**.

- A log-out dialogue box containing the message "Are you sure you want to log out? This will close your browser." is displayed.

6 To complete the process of logging out (when applicable) click on the appropriate button from the following selections:

- **OK** - to dismiss the dialogue box and complete the log-out.
  - The dialogue box is dismissed.

- The Netscape browser is dismissed.

- **Cancel** - to dismiss the dialogue box without logging out.
  - The dialogue box is dismissed.
  - The **OM GUI** is displayed.

Checking Staging Status

The two **Staging Status** pages provide the Distribution Technician (whether full-capability or limited capability operator) with means of checking staging status in either of two ways; i.e., by….

- **Media Type.**
- **FTP Push Destination.**

The **Staging Status** pages allow the Distribution Technician to monitor the number of granules and data volume currently in staging. The staging information is arranged in the following four categories:

- Granules waiting for staging.
- Granules in staging.
- Granules that have been staged but not yet shipped.
- Granules that have been staged and shipped.

In addition to the preceding granule information, the data low and high water marks are shown on the **Staging Status** pages:

- **DHWM** – The Data High Water Mark is the maximum volume of data in staging or already staged but not yet shipped. If the data volume and number of requests is above the DHWM, it is assumed the media devices have plenty of work to keep them busy.
- **DLWM** – The Data Low Water Mark is the minimum volume of data that should be in staging or already staged but not yet shipped. If the data volume is below the DLWM, the media devices may soon become idle.

In general it is a good idea to keep the amount of work that is in staging or staged just below the high water mark of each output queue. This achieves a good balance among ftp output connections (or in the case of physical media, their various output devices).

The data high water marks can be exceeded in the interest of optimizing the use of the archive drives or to get high priority work through distribution quickly. For example, an idle archive would be dispatched even if it means exceeding the DHWM.

The DLWM is used mainly for dispatching high-priority work. Since it is a good idea to keep the queues at their high water marks, generally the output queues should be fairly full. As a result, a high-priority request might have to wait until some of the data gets worked off and the queue falls below that high water mark. But high-priority requests should go through at a fast pace.

The procedure for checking staging status starts with the following assumptions:

- All applicable servers are currently running.
- The **OM GUI** has been launched [e.g., as described in the procedure for **Launching the Order Manager GUI** (preceding section of this lesson)].

Checking Staging Status

---

1 If it has not been expanded already, click on the **OM Status Pages** link in the navigation frame of the **OM GUI**.

- The **OM Status Pages** menu is expanded.

2 To display staging status by media type, click on the **Media Type** link in the navigation frame of the **OM GUI**.

- The **Staging Status by Media Type** page (Figure 58) is displayed.

3 To display staging status by FtpPush destination, click on the **FTP Push Destination** link in the navigation frame of the **OM GUI**.

- The **Staging Status by FTP Push Destination** page (Figure 59) is displayed.

4 Observe information displayed in the table on the **Staging Status** page.

- Each **Staging Status** page (i.e., **by Media Type** or **by FTP Push Destination**) has the following columns:
  - [Media or FtpPush destinations (as applicable)]**.**
  - **DHWM.**
  - **DLWM.**
  - **Waiting for Staging** [granule count and volume in MB].
  - **In Staging** [granule count and volume in MB].
  - **Staged and NOT Shipped** [granule count and volume in MB].
  - **Staged, Shipped & In DPL** [granule count and volume in MB].

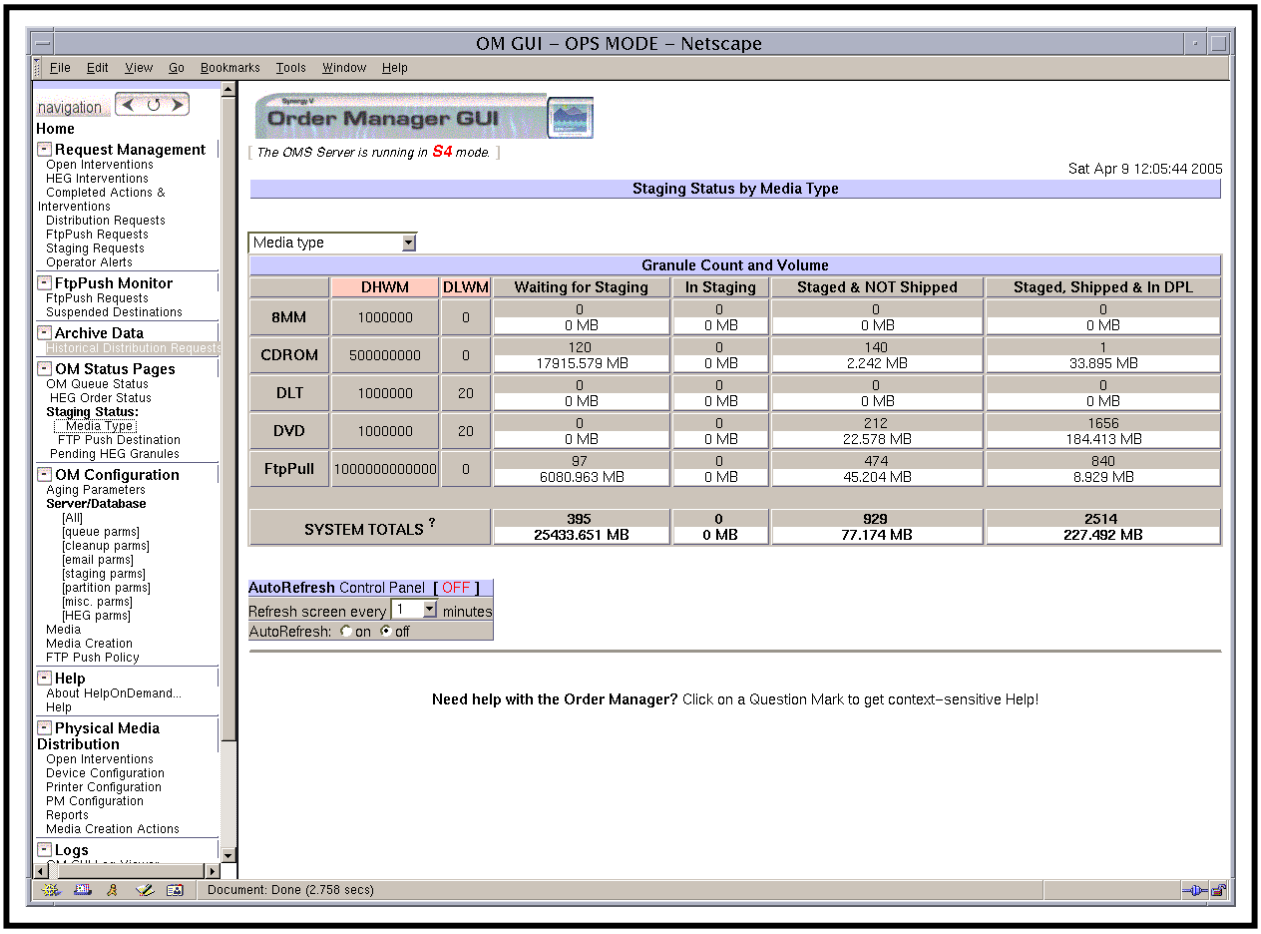
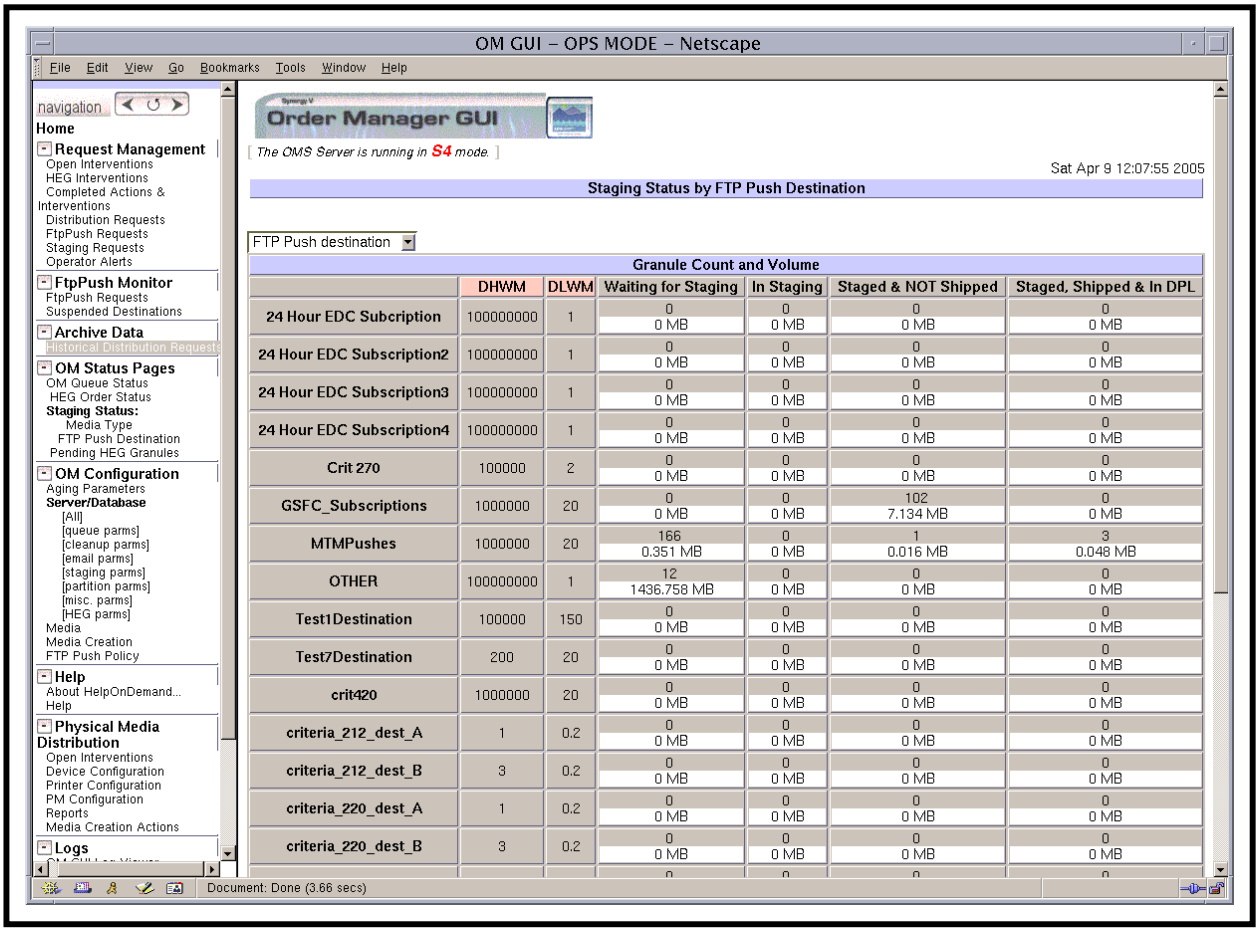


Figure 58. Staging Status by Media Type Page



	DHWM	DLWM	Waiting for Staging	In Staging	Staged & NOT Shipped	Staged, Shipped & In DPL
24 Hour EDC Subcription	100000000	1	0 0 MB	0 0 MB	0 0 MB	0 0 MB
24 Hour EDC Subscription2	100000000	1	0 0 MB	0 0 MB	0 0 MB	0 0 MB
24 Hour EDC Subscription3	100000000	1	0 0 MB	0 0 MB	0 0 MB	0 0 MB
24 Hour EDC Subscription4	100000000	1	0 0 MB	0 0 MB	0 0 MB	0 0 MB
Crit 270	100000	2	0 0 MB	0 0 MB	0 0 MB	0 0 MB
GSFC_Subscriptions	1000000	20	0 0 MB	0 0 MB	102 7.134 MB	0 0 MB
MTMPushes	1000000	20	166 0.351 MB	0 0 MB	1 0.016 MB	3 0.048 MB
OTHER	100000000	1	12 1436.758 MB	0 0 MB	0 0 MB	0 0 MB
Test1Destination	100000	150	0 0 MB	0 0 MB	0 0 MB	0 0 MB
Test7Destination	200	20	0 0 MB	0 0 MB	0 0 MB	0 0 MB
crit420	1000000	20	0 0 MB	0 0 MB	0 0 MB	0 0 MB
criteria_212_dest_A	1	0.2	0 0 MB	0 0 MB	0 0 MB	0 0 MB
criteria_212_dest_B	3	0.2	0 0 MB	0 0 MB	0 0 MB	0 0 MB
criteria_220_dest_A	1	0.2	0 0 MB	0 0 MB	0 0 MB	0 0 MB
criteria_220_dest_B	3	0.2	0 0 MB	0 0 MB	0 0 MB	0 0 MB

Figure 59. Staging Status by FTP Push Destination Page

- Whenever there is little question mark next to a button or text field (e.g., **System Totals**), clicking on the question mark opens a dialogue box that describes the item.
  - The "HelpOnDemand" feature provides context-sensitive help for each page, particularly for controls or parameters that may not be entirely self-descriptive.
- Horizontal and vertical scroll bars appear when necessary to allow viewing data that are not readily visible in the window.
- If **AutoRefresh** is **ON**, the **Staging Status by Media Type** or **Staging Status by FTP Push Destination** page refreshes automatically as often as specified in the **Refresh screen every *x* minutes** window.
  - If a different refresh option is preferred, perform the procedure for **Setting Refresh Options on OM GUI Pages** (preceding section of this lesson).
- To manually update (refresh) the data on the screen, click on the ↻ icon in the **OM GUI** navigation frame.

- The Netscape browser **Edit → Find in Page** menu provides a means of performing a keyword search of the data currently being displayed on the screen.

5 Repeat Steps 2 through 4 as necessary to view staging status.

6 To check or modify OM queue status return to the procedure for **Checking/Modifying OM Queue Status** (preceding section of this lesson).

7 To start the process of logging out (if applicable) click on the **Log Out** link in the navigation frame of the **OM GUI**.

- A log-out dialogue box containing the message "Are you sure you want to log out? This will close your browser." is displayed.

8 To complete the process of logging out (when applicable) click on the appropriate button from the following selections:

- **OK** - to dismiss the dialogue box and complete the log-out.
  - The dialogue box is dismissed.
  - The Netscape browser is dismissed.
- **Cancel** - to dismiss the dialogue box without logging out.
  - The dialogue box is dismissed.
  - The **OM GUI** is displayed.

Checking/Modifying Values Assigned to OM Configuration Parameters

This section contains a description of how to check and modify OM configuration parameter values. In the **Tuning Order Manager Subsystem Parameters** section (subsequent section of this lesson) there is a description of the goals and effects of modifying OM configuration parameter values in tuning the OMS.

The **OM Configuration** pages provide the full-capability operator with a means of checking and modifying (if necessary) the values assigned to the following types of OM configuration parameters:

- **Aging Parameters.**
- **OM Server/Database Parameters.**
- **Media Parameters.**
- **Media Creation Parameters.**
- **FTP Push Policy.**

The limited-capability operator can use the **OM Configuration** page to view the values assigned to OM configuration parameters but is not allowed to change any parameter values.

Checking/Modifying Values Assigned to Aging Parameters

The **Aging Parameters** page (Figure 60) provides the full-capability operator with a means of checking and modifying aging parameter values.

Aging parameters affect how Distribution Requests are aged over time. The following two aging parameters are configurable for each ECS Priority Level (i.e., XPRESS, VHIGH, HIGH, NORMAL, or LOW):

- **Age Step.**
- **Maximum Priority.**

Age Step is the aging rate by which the effective priority of a request increases for every hour it has been waiting. The range is 0-255, including decimal fractions. If the parameter is set to zero (0), waiting requests never increase in priority. For example, if the Age Step is set to 5.5 and a request with an initial priority of 100 waits 10 hours to be pushed, the request increases in priority by a factor of 5.5 every hour until it has been delivered:

Hour 0: priority = 100
Hour 1: priority = 105.5
Hour 2: priority = 111
.
.
.
Hour 10: priority = 155

Maximum Priority is the maximum priority a request can attain through the aging process. For example, if Maximum Priority were set to 130, once the request had reached a priority of 130, it would not go any higher [e.g., if a Maximum Priority of 130 were applied to the previous example, at Hour 6 the priority would become 130 and at every hour thereafter (if not delivered) it would still be 130].

The procedure for checking/modifying aging parameter values starts with the following assumptions:

- All applicable servers are currently running.
- The **OM GUI** has been launched [e.g., as described in the procedure for **Launching the Order Manager GUI** (preceding section of this lesson)].

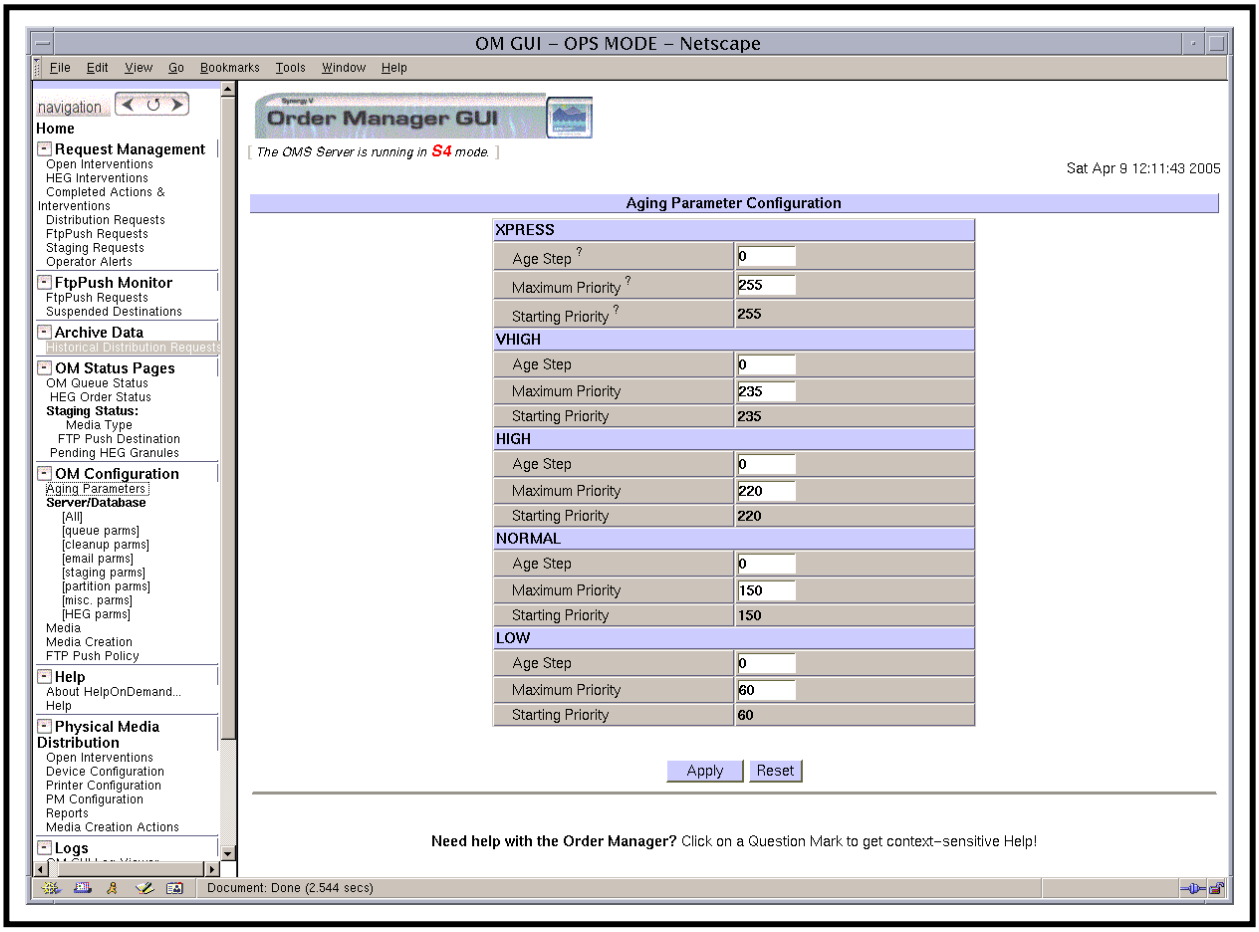


Figure 60. Aging Parameters Page

Checking/Modifying Values Assigned to Aging Parameters

1 If it has not been expanded already, click on the **OM Configuration** link in the navigation frame of the **OM GUI**.

- The **OM Configuration** menu is expanded.

2 If the **Aging Parameters** page (Figure 60) is not already being displayed, click on the **Aging Parameters** link in the navigation frame of the **OM GUI**.

- The **Aging Parameters** page (Figure 60) is displayed.

3 Observe information displayed in the table on the **Aging Parameters** page.

- The table is divided into sections for the various distribution request priorities (e.g., XPRESS) and within each section there are rows that indicate the identity and value of each of the following parameters associated with the priority:
  - **Age Step.**
  - **Maximum Priority.**
  - **Starting Priority** (cannot be changed).
- Whenever there is little question mark next to a button or text field (e.g., **Age Step**), clicking on the question mark opens a dialogue box that describes the item.
  - The "HelpOnDemand" feature provides context-sensitive help for each page, particularly for controls or parameters that may not be entirely self-descriptive.
- To manually update (refresh) the data on the screen, click on the ↺ icon in the **OM GUI** navigation frame.
- The Netscape browser **Edit → Find in Page** menu provides a means of performing a keyword search of the data currently being displayed on the screen.

4 If aging parameter value(s) is (are) to be modified (and there is authorization to do so), first type the new value(s) in the text entry box(es) for the relevant parameter(s).

5 If aging parameter value(s) is (are) to be modified, click on the appropriate button from the following selections:

- **Apply** - to apply the new value(s) to the parameter(s).
  - The new value(s) is (are) applied to the parameter(s).
- **Reset** - to clear the new value(s) from the text entry box(es) without changing the current value(s).
  - The original value(s) is (are) retained.

6 To start the process of logging out (if applicable) click on the **Log Out** link in the navigation frame of the **OM GUI**.

- A log-out dialogue box containing the message "Are you sure you want to log out? This will close your browser." is displayed.

7 To complete the process of logging out (when applicable) click on the appropriate button from the following selections:

- **OK** - to dismiss the dialogue box and complete the log-out.
  - The dialogue box is dismissed.
  - The Netscape browser is dismissed.

- **Cancel** - to dismiss the dialogue box without logging out.
  - The dialogue box is dismissed.
  - The **OM GUI** is displayed.

Checking/Modifying Values Assigned to OMS Server or Database Parameters

The **OMS Server and Database Configuration** page (Figure 61) provides the full-capability operator with a means of checking and modifying OMS server or database parameter values.

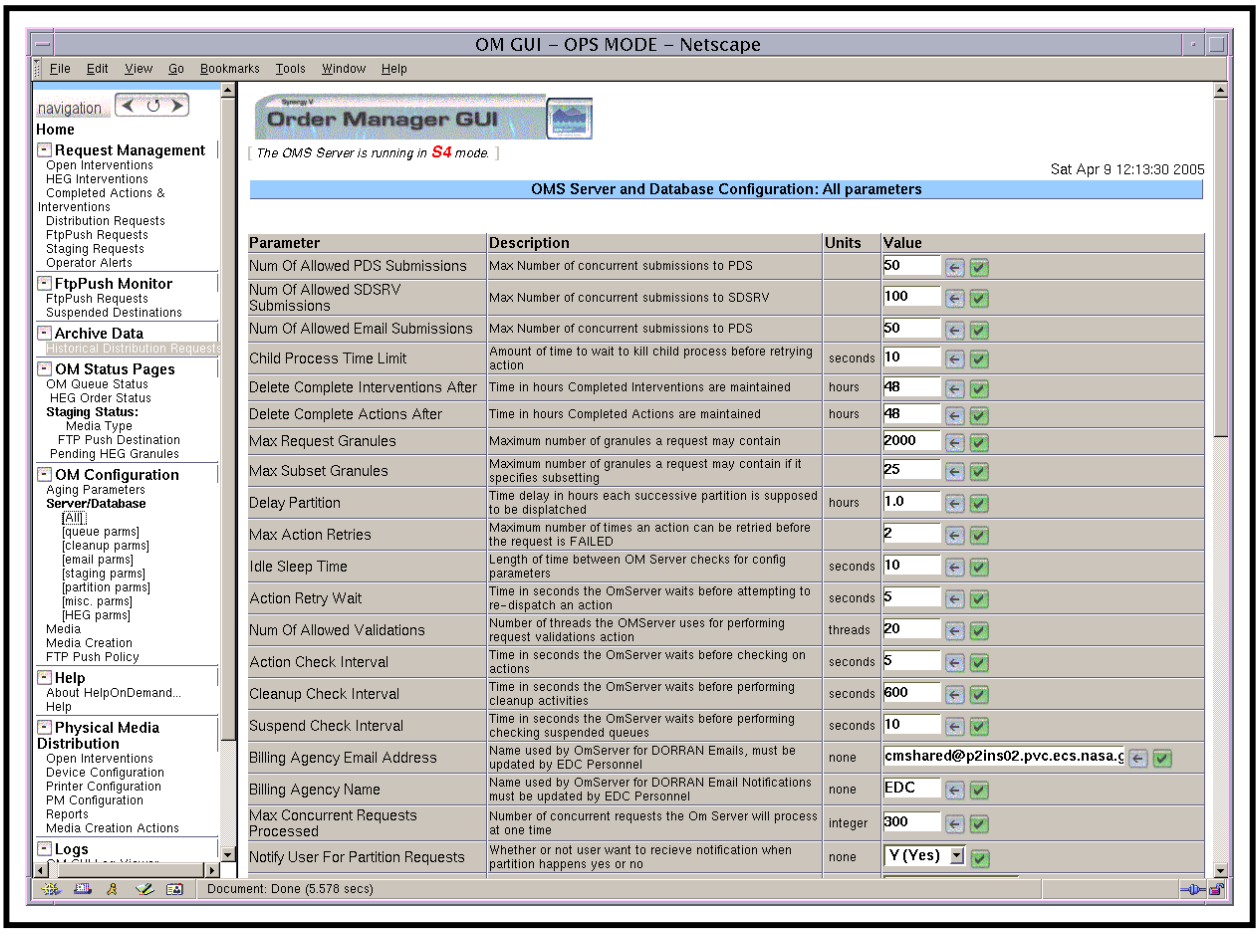


Figure 61. OMS Server and Database Configuration Page

OMS server and database parameters affect how the OM server and database run. The parameters are dynamically loaded from the OMS database into the configuration pages on the OM GUI. If a configuration parameter is added to the database, it is subsequently displayed on the OM GUI when the applicable configuration page is requested. If a configuration parameter

is deleted from the database, it is no longer displayed on the OM GUI. Consequently, the configuration parameters displayed on the OM GUI are variable.

The procedure for checking/modifying OMS server or database parameter values starts with the following assumptions:

- All applicable servers are currently running.
- The **OM GUI** has been launched [e.g., as described in the procedure for **Launching the Order Manager GUI** (preceding section of this lesson)].

Checking/Modifying Values Assigned to OMS Server or Database Parameters

---

1 If it has not been expanded already, click on the **OM Configuration** link in the navigation frame of the **OM GUI**.

- The **OM Configuration** menu is expanded.

2 If the **OMS Server and Database Configuration** page (Figure 61) is not already being displayed, click on one of the links under the **Server/Database** header in the navigation frame of the **OM GUI**.

- Links under the **Server/Database** header in the navigation frame of the **OM GUI** include the following categories of parameters:
  - **All.**
  - **queue parms** [queue parameters].
  - **cleanup parms.**
  - **email parms.**
  - **staging parms.**
  - **partition parms.**
  - **misc. parms.**
  - **HEG parms.**
- For example, if the **All** link is selected, the **OMS Server and Database Configuration** page (Figure 61) is displayed.

NOTE: OMS configuration parameters are dynamically loaded from the OMS database into the configuration pages on the **OM GUI**. If a configuration parameter is added to the database, it is subsequently displayed on the **OM GUI** when the applicable configuration page is requested. If a configuration parameter is deleted from the database, it is no longer displayed on the **OM GUI**. Consequently, the configuration parameters displayed on the **OM GUI** are variable.

3 Observe information displayed in the table on the **OMS Server and Database Configuration** page.

- The table on the **OMS Server and Database Configuration** page has the following columns:
  - **Parameter.**
  - **Description.**
  - **Value.**
- The rows in the table indicate the current values and descriptions of the following types of parameters:
  - **Num of Allowed PDS Submissions.**
  - **Num of Allowed SDSRV Submissions.**
  - **Num of Allowed Email Submissions.**
  - **Child Process Time Limit.**
  - **Delete Complete Interventions After.**
  - **Delete Complete Actions After.**
  - **Max Request Granules.**
  - **Max Subset Granules.**
  - **Delay Partition.**
  - **Max Action Retries.**
  - **Idle Sleep Time.**
  - **Action Retry Wait (Seconds).**
  - **Num of Allowed Validations.**
  - **Action Check Interval.**
  - **Cleanup Check Interval.**
  - **Suspend Check Interval.**
  - **Billing Agency Email Address.**
  - **Billing Agency Name.**
  - **Max Concurrent Requests Processed.**
  - **Notify User for Partition Request.**
  - **Global Staging Status.**

  - **Min Moderate Request.**
  - **Min Expensive Request.**
  - **Max Cheap Requests.**
  - **Max Moderate Requests.**
  - **Max Expensive Requests.**
  - **Max Failure Archive.**
  - **Global Configured Email.**
  - **Max Orphan Req Age.**
  - **Cleanup Orphan Req Period.**
  - **Forward DN [Distribution Notice] Email.**
  - **Unsuccess Req Ret Time.**
  - **Cleanup Delay Interval.**
  - **Billable Proc Mode.**
  - **Restrict Proc Mode.**
  - **Max Num of Concurrent HEG Process.**
  - **Max Num of Concur HEG Proc Per Req.**
  - **HEG Process Retry Interval.**
  - **Due Date for Media Request.**
  - **Suspend HEG Dispatching.**
  - **Stop HEG Acceptance.**
  - **Generate Intervention for S3 Media Order.**
  - **Qc Timeout.**
  - **Production Timeout.**
  - **Media Prep Timeout.**
  - **Rimage Order Pull Time.**
- To manually update (refresh) the data on the screen, click on the ↻ icon in the **OM GUI** navigation frame.
- The Netscape browser **Edit → Find in Page** menu provides a means of performing a keyword search of the data currently being displayed on the screen.

4 If server or database parameter value(s) is (are) to be modified (and there is authorization to do so), first type the new value(s) in the text entry box(es) for the relevant parameter(s).

NOTE: Server parameters cannot be set to 0 (zero).

5 If server or database parameter value(s) is (are) to be modified, click on the appropriate button from the following selections:

- **Apply** - to apply the new value(s) to the parameter(s).
  - The new value(s) is (are) applied to the parameter(s).
  - The **OMS Server and Database Configuration** page refreshes and displays the modified value(s).
- **Reset** - to clear the new value(s) from the text entry box(es) without changing the current value(s).
  - The original value(s) is (are) retained.

6 To start the process of logging out (if applicable) click on the **Log Out** link in the navigation frame of the **OM GUI**.

- A log-out dialogue box containing the message "Are you sure you want to log out? This will close your browser." is displayed.

7 To complete the process of logging out (when applicable) click on the appropriate button from the following selections:

- **OK** - to dismiss the dialogue box and complete the log-out.
  - The dialogue box is dismissed.
  - The Netscape browser is dismissed.
- **Cancel** - to dismiss the dialogue box without logging out.
  - The dialogue box is dismissed.
  - The **OM GUI** is displayed.

Checking/Modifying Values Assigned to Media Parameters

The **Media Configuration** page (Figure 62) provides the full-capability operator with a means of checking and modifying media parameter values.

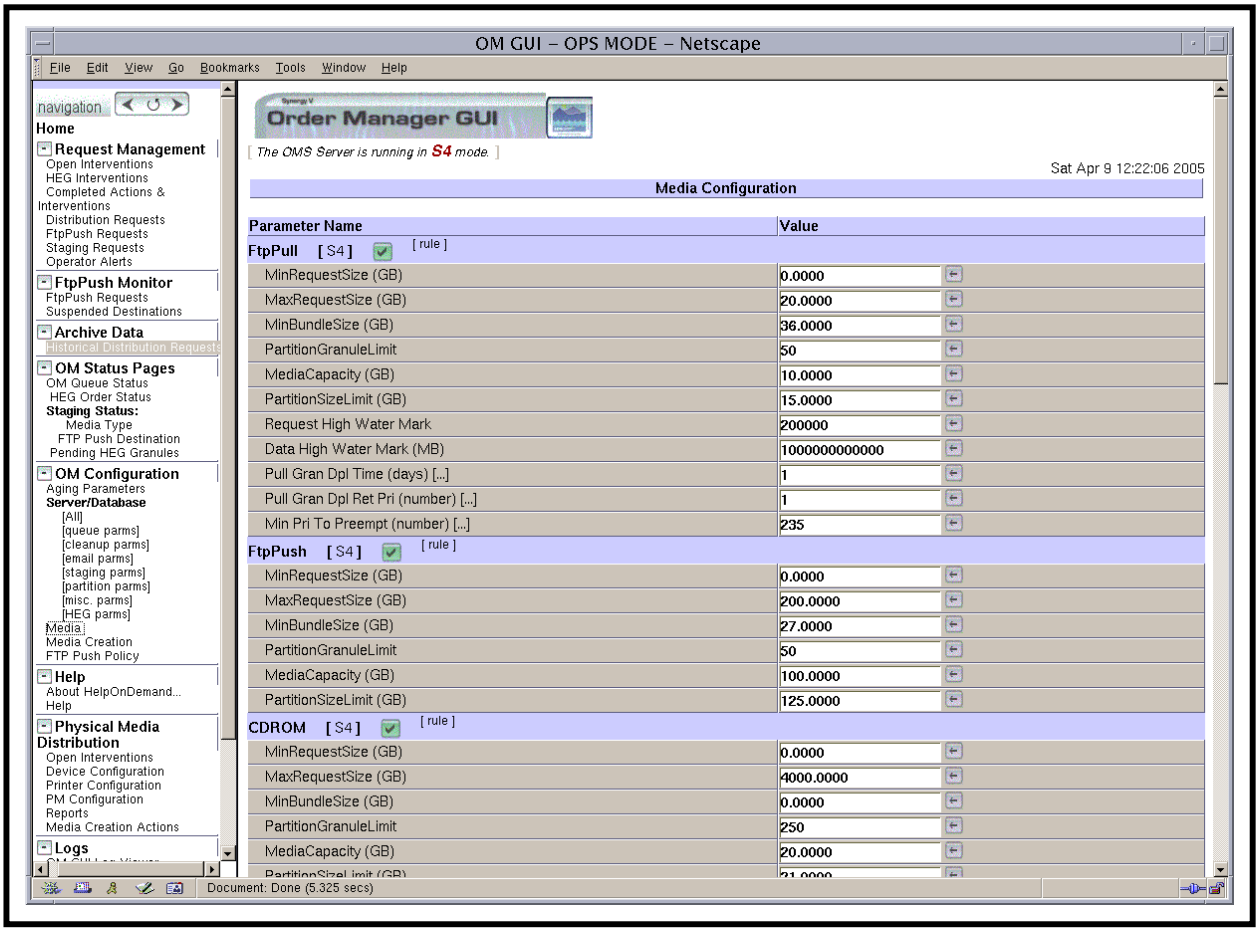


Figure 62. Media Configuration Page

Media parameters are specific to each kind of distribution medium and affect such things as limit checking against standard media capacity limits (e.g., minimum request size and maximum request size) and the partitioning of requests (e.g., partition size). The parameters are dynamically loaded from the OMS database into the configuration pages on the OM GUI. If a configuration parameter is added to the database, it is subsequently displayed on the OM GUI when the applicable configuration page is requested. If a configuration parameter is deleted from the database, it is no longer displayed on the OM GUI. Consequently, the configuration parameters displayed on the OM GUI are variable.

The procedure for checking/modifying media parameter values starts with the following assumptions:

- All applicable servers are currently running.
- The **OM GUI** has been launched [e.g., as described in the procedure for **Launching the Order Manager GUI** (preceding section of this lesson)].

1 If it has not been expanded already, click on the **OM Configuration** link in the navigation frame of the **OM GUI**.

- The **OM Configuration** menu is expanded.

2 If the **Media Configuration** page (Figure 62) is not already being displayed, click on the **Media** link in the navigation frame of the **OM GUI**.

- The **Media Configuration** page (Figure 62) is displayed.

NOTE: OMS configuration parameters are dynamically loaded from the OMS database into the configuration pages on the **OM GUI**. If a configuration parameter is added to the database, it is subsequently displayed on the **OM GUI** when the applicable configuration page is requested. If a configuration parameter is deleted from the database, it is no longer displayed on the **OM GUI**. Consequently, the configuration parameters displayed on the **OM GUI** are variable.

3 Observe information displayed in the table on the **Media Configuration** page.

- The **Media Configuration** table has the following columns:
  - **Parameter.**
  - **Value.**
- The rows in the table indicate the current values assigned to the following types of parameters for each type of distribution medium:
  - **MediaCapacity (GB).**
  - **MinRequestSize (GB).**
  - **MaxRequestSize (GB).**
  - **PartitionSizeLimit (GB).**
  - **MinBundleSize (GB).**
  - **PartitionGranuleLimit.**
- Each of the preceding parameters applies to each of the following distribution media:
  - **FtpPull.**
  - **FtpPush.**
  - **CDROM.**
  - **DLT.**
  - **DVD.**

- **8MM.**
- **scp.**

- To manually update (refresh) the data on the screen, click on the ↻ icon in the **OM GUI** navigation frame.
- The Netscape browser **Edit → Find in Page** menu provides a means of performing a keyword search of the data currently being displayed on the screen.

4 If media parameter value(s) is (are) to be modified (and there is authorization to do so), first type the new value(s) in the text entry box(es) for the relevant parameter(s).

- **MinRequestSize (GB)** is the minimum number of gigabytes that can be requested for the type of medium.
- **MaxRequestSize (GB)** should be the maximum total number of gigabytes that can be requested for that type of medium, regardless of whether or not it can be partitioned.
- **MinBundleSize (GB)** is the minimum number of gigabytes in a bundle for the type of medium.
- **PartitionGranuleLimit** is the maximum number of granules that may be partitioned for the type of medium.
- **MediaCapacity (GB)** should initially be set to the maximum capacity (in gigabytes) for the type of medium, but later should be adjusted to a lower or higher value depending on whether or not data compression is used.
- **PartitionSizeLimit (GB)** should be the size (in GB) at which point partitioning of a request can occur.
- **Request High Water Mark [RHWM]** - The Request High Water Mark is the desired maximum number of requests that may be in the Staging state, or that have completed Staging but are not yet in a terminal state (e.g., Shipped).
- **Data High Water Mark [DHWM] (MB)** – The Data High Water Mark is the maximum volume (in MB) of data in staging or already staged but not yet shipped. If the data volume and number of requests is above the DHWM, it is assumed the media devices have plenty of work to keep them busy.
- **Pull Gran Dpl Time (days) [...] -** The pull granule Data Pool time is the number of days a granule for an FtpPull request would normally remain in the Data Pool.
- **Pull Gran Dpl Ret Pri (number) [...] -** The pull granule Data Pool retention priority is the normal retention priority for a granule for an FtpPull request.
- **Min Pri to Preempt (number) [...] -** The minimum priority to preempt applies to granules put in the Data Pool for an FtpPull request.

- **Request Low Water Mark [RLWM]** - The Request Low Water Mark is the desired minimum number of requests that may be in the Staging state or that completed staging but are not in a terminal state (e.g., Shipped).
- **Data Low Water Mark [DLWM] (MB)** – The Data Low Water Mark is the minimum volume (in MB) of data that should be in staging or already staged but not yet shipped. If the data volume is below the DLWM, the media devices may soon become idle.

5 If media parameter value(s) is (are) to be modified, click on the appropriate button from the following selections:

- **Apply** - to apply the new value(s) to the parameter(s).
  - A **"Remember Values" Confirmation** dialogue box (Figure 63) is displayed.
- **Reset** - to clear the new value(s) from the text entry box(es) and reinsert the current value(s).
  - The values displayed in the text entry boxes return to the current values.

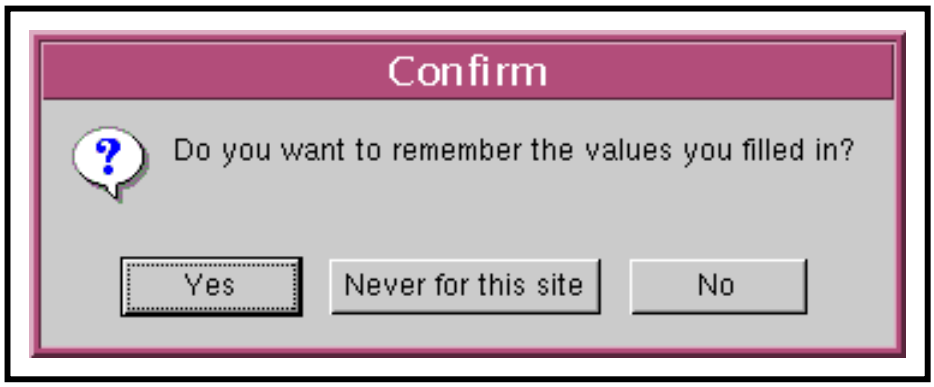


Figure 63. "Remember Values" Confirmation Dialogue Box

6 If a **"Remember Values" Confirmation** dialogue box (Figure 63) is displayed, click on the appropriate button from the following selections:

- **Yes**.
- **Never for this site**.
- **No**.

7 To start the process of logging out (if applicable) click on the **Log Out** link in the navigation frame of the **OM GUI**.

- A log-out dialogue box containing the message "Are you sure you want to log out? This will close your browser." is displayed.

8 To complete the process of logging out (when applicable) click on the appropriate button from the following selections:

- **OK** - to dismiss the dialogue box and complete the log-out.
  - The dialogue box is dismissed.
  - The Netscape browser is dismissed.
- **Cancel** - to dismiss the dialogue box without logging out.
  - The dialogue box is dismissed.
  - The **OM GUI** is displayed.

Checking/Modifying Values Assigned to Media Creation Parameters

The **Media Creation Configuration** page (Figure 64) provides the full-capability operator with a means of checking and modifying media creation parameter values.

Media creation parameters are specific to each kind of distribution medium and affect whether or not media orders are dispatched automatically and how media creation is controlled (i.e., by OMS or PDS). The parameters are dynamically loaded from the OMS database into the configuration pages on the OM GUI. If a configuration parameter is added to the database, it is subsequently displayed on the OM GUI when the applicable configuration page is requested. If a configuration parameter is deleted from the database, it is no longer displayed on the OM GUI. Consequently, the configuration parameters displayed on the OM GUI are variable.

The procedure for checking/modifying media creation configuration parameter values starts with the following assumptions:

- All applicable servers are currently running.
- The **OM GUI** has been launched [e.g., as described in the procedure for **Launching the Order Manager GUI** (preceding section of this lesson)].

Checking/Modifying Values Assigned to Media Creation Parameters

---

1 If it has not been expanded already, click on the **OM Configuration** link in the navigation frame of the **OM GUI**.

- The **OM Configuration** menu is expanded.

2 If the **Media Creation Configuration** page (Figure 64) is not already being displayed, click on the **Media Creation** link in the navigation frame of the **OM GUI**.

- The **Media Creation Configuration** page (Figure 64) is displayed.

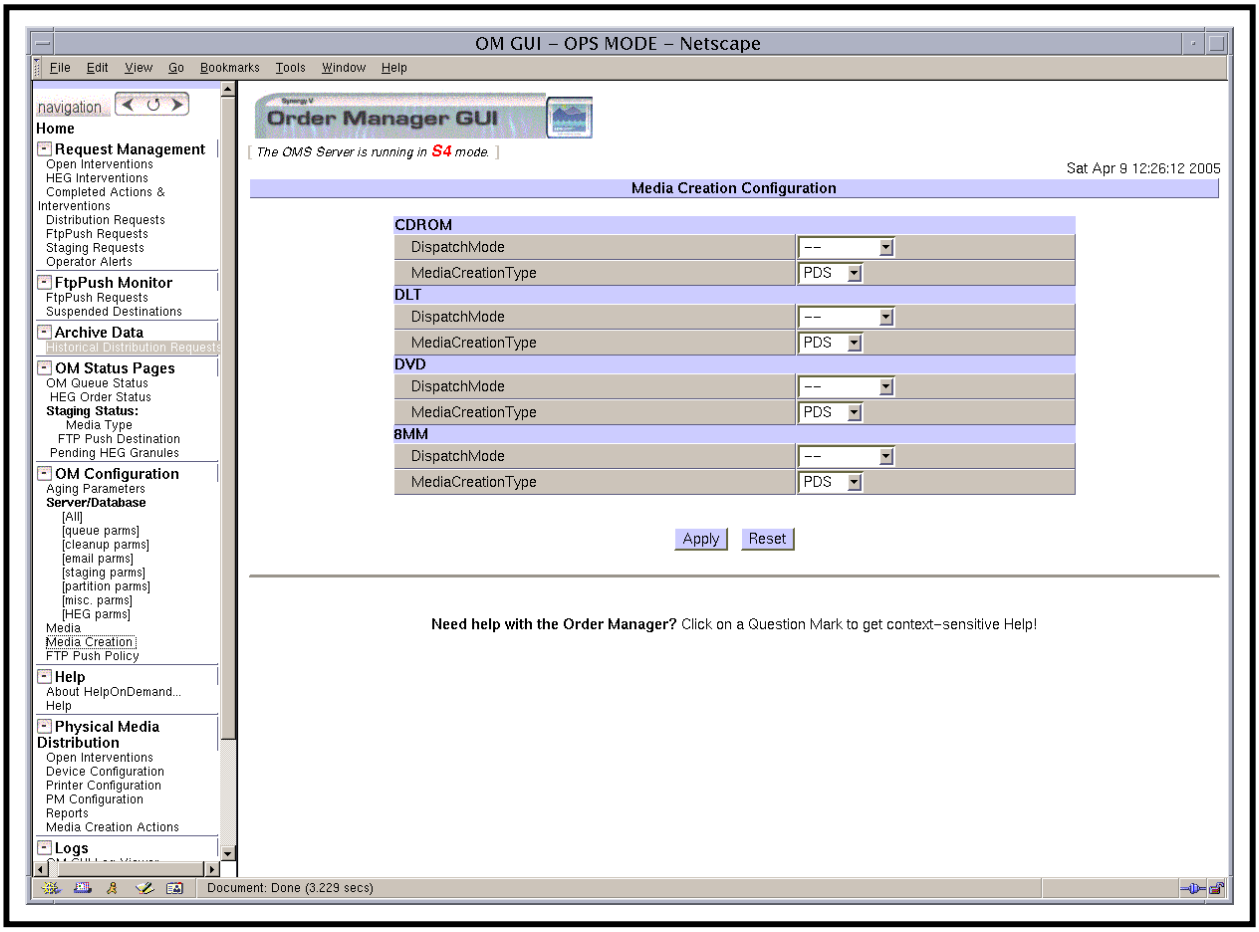


Figure 64. Media Creation Configuration Page

NOTE: OMS configuration parameters are dynamically loaded from the OMS database into the configuration pages on the **OM GUI**. If a configuration parameter is added to the database, it is subsequently displayed on the **OM GUI** when the applicable configuration page is requested. If a configuration parameter is deleted from the database, it is no longer displayed on the **OM GUI**. Consequently, the configuration parameters displayed on the **OM GUI** are variable.

3 Observe information displayed in the table on the **Media Creation Configuration** page.

- The **Media Creation Configuration** table has two columns to show the following types of information:
  - Parameter.
  - Current value.

- The rows in the table indicate the current values assigned to the following types of parameters for each type of distribution medium:
  - **DispatchMode.**
  - **MediaCreationType.**
- Each of the preceding parameters applies to each of the following distribution media:
  - **CDROM.**
  - **DLT.**
  - **DVD.**
  - **8MM.**
- To manually update (refresh) the data on the screen, click on the ↻ icon in the **OM GUI** navigation frame.
- The Netscape browser **Edit → Find in Page** menu provides a means of performing a keyword search of the data currently being displayed on the screen.

4 If media creation parameter value(s) is (are) to be modified (and there is authorization to do so), first click and hold the option button in the row associated with the applicable distribution medium parameter to display a menu of options, move the mouse cursor to the appropriate value (highlighting it), then release the mouse button.

- **DispatchMode** can be set to either **Automatic** or **Manual**.
- **MediaCreationType** can be set to either **OMS** or **PDS**.

5 If media parameter value(s) is (are) to be modified, click on the appropriate button from the following selections:

- **Apply** - to apply the new value(s) to the parameter(s).
  - A **"Remember Values" Confirmation** dialogue box (Figure 63) is displayed.
- **Reset** - to clear the new value(s) from the text entry box(es) and reinsert the current value(s).
  - The values displayed in the text entry boxes return to the current values.

6 If a **"Remember Values" Confirmation** dialogue box (Figure 63) is displayed, click on the appropriate button from the following selections:

- **Yes**.
- **Never for this site**.
- **No**.

7 To start the process of logging out (if applicable) click on the **Log Out** link in the navigation frame of the **OM GUI**.

- A log-out dialogue box containing the message "Are you sure you want to log out? This will close your browser." is displayed.

8 To complete the process of logging out (when applicable) click on the appropriate button from the following selections:

- **OK** - to dismiss the dialogue box and complete the log-out.
  - The dialogue box is dismissed.
  - The Netscape browser is dismissed.
- **Cancel** - to dismiss the dialogue box without logging out.
  - The dialogue box is dismissed.
  - The **OM GUI** is displayed.

Checking/Modifying FTP Push Policy Configuration

The **FTP Push Policy Configuration** page (Figure 65) provides the full-capability operator with a means of defining and configuring the fine-tuning parameter values of FtpPush destinations.

Configuration parameters on the **FTP Push Policy Configuration** page are grouped in the following three areas:

- **Global Settings for All Destinations.**
- **Settings for Non-Configured Destinations.**
- **Frequently Used Destinations.**

All FtpPush destinations belong to either the Frequently Used group, or the Non-Configured (general) group. All FtpPush destinations not specifically defined as **Frequently Used Destinations** are considered non-configured and use the parameter values in the **Settings for Non-Configured Destinations** area. All new destinations use the **Settings for Non-Configured Destinations** as their default values until other values are specifically assigned.

Global Settings for All Destinations are parameters that apply to all destinations regardless of their individual settings. Global settings apply to both frequently used and non-configured destinations.

The procedure for checking/modifying FtpPush policy configuration starts with the following assumptions:

- All applicable servers are currently running.

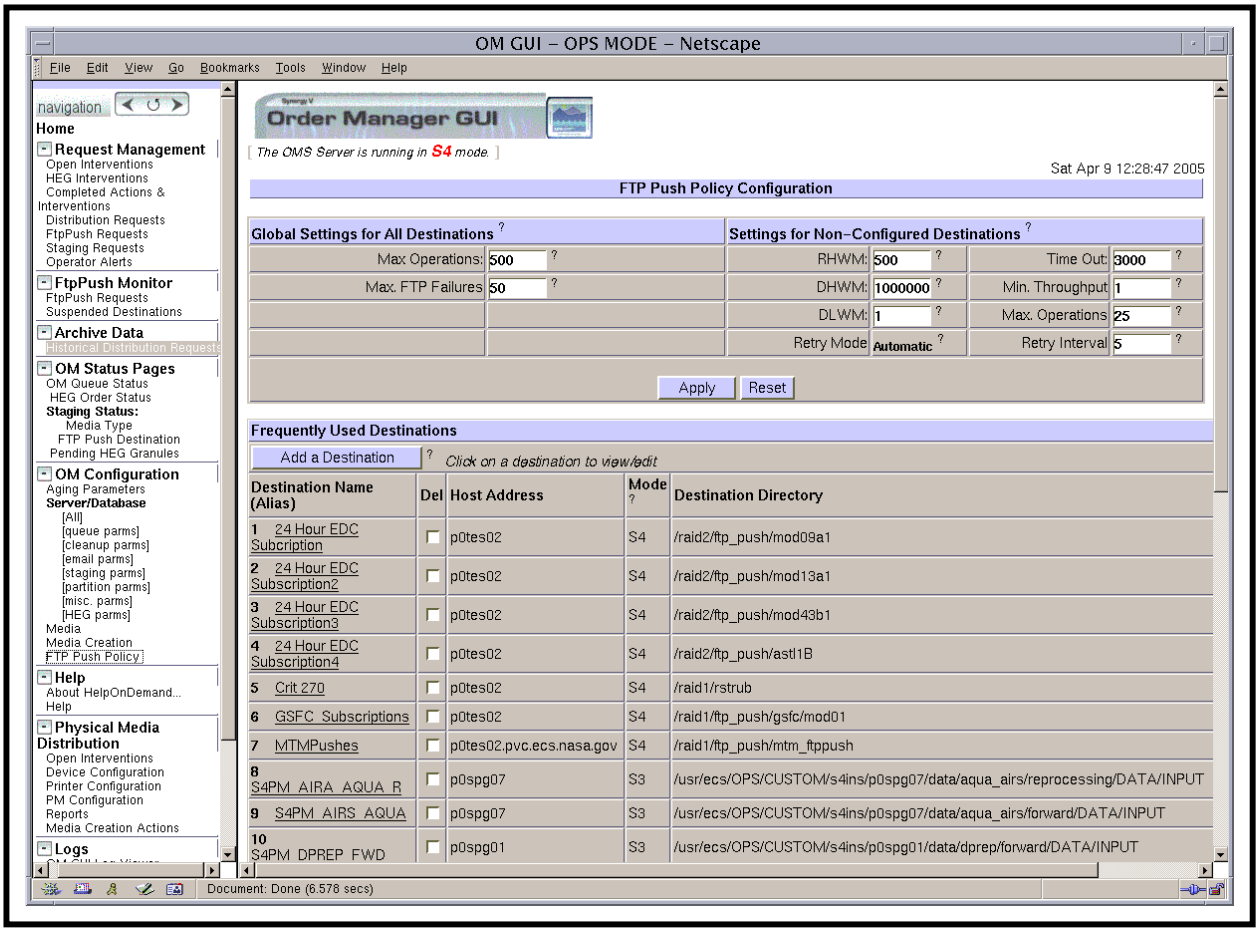


Figure 65. FTP Push Policy Configuration Page

- The **OM GUI** has been launched [e.g., as described in the procedure for **Launching the Order Manager GUI** (preceding section of this lesson)].

Checking/Modifying FTP Push Policy Configuration

1 If it has not been expanded already, click on the **OM Configuration** link in the navigation frame of the **OM GUI**.

- The **OM Configuration** menu is expanded.

2 If the **FTP Push Policy Configuration** page (Figure 65) is not already being displayed, click on the **FTP Push Policy** link in the navigation frame of the **OM GUI**.

- The **FTP Push Policy Configuration** page (Figure 65) is displayed.

3 Observe information displayed in the table on the **FTP Push Policy Configuration** page.

- Configuration parameters on the **FTP Push Policy Configuration** page are grouped in the following three areas:
  - **Global Settings for All Destinations.**
  - **Settings for Non-Configured Destinations.**
  - **Frequently Used Destinations.**
- The **Global Settings for All Destinations** area has the following types of parameters:
  - **Max Operations.**
  - **Max. FTP Failures.**
- The **Settings for Non-Configured Destinations** area has the following types of parameters:
  - **RHWM** [Request High Water Mark].
  - **DHWM** [Data High Water Mark].
  - **DLWM** [Data Low Water Mark].
  - **Retry Mode.**
  - **Time Out.**
  - **Min. Throughput.**
  - **Max. Operations.**
  - **Retry Interval.**
- The **Frequently Used Destinations** area has information in the following columns:
  - **Destination Name (Alias).**
  - **Del** ["delete" boxes – select box to mark corresponding destination for deletion].
  - **Host Address.**
  - **Mode** [S3 or S4].
  - **Destination Directory.**
  - **Retry Mode.**

- Clicking on a specific Destination Name in the **Frequently Used Destinations** area brings up a screen containing more detailed data concerning that particular destination.
  - The **FTP Push Destination Details** page (Figure 66) displays the following types of data concerning the destination in the **Destination Details** area:
    - **Name (Alias).**
    - **Target Directory.**
    - **Host/IP Address.**
    - **Processing Mode.**
  - The **FTP Push Destination Details** page (Figure 66) displays the following types of data concerning the destination in the **Settings for this Destination** area:
    - **Max. Operations.**
    - **RHWM.**
    - **DHWM.**
    - **DLWM.**
    - **Time Out.**
    - **Min Throughput.**
    - **Retry Interval.**
    - **Retry Mode.**
    - **Notes.**
  - Clicking on the ← icon in the **OM GUI** navigation frame causes the **FTP Push Policy Configuration** page to be redisplayed.
- Whenever there is little question mark next to a button or text field (e.g., **Max Operations**), clicking on the question mark opens a dialogue box that describes the item.
  - The "HelpOnDemand" feature provides context-sensitive help for each page, particularly for controls or parameters that may not be entirely self-descriptive.
- Horizontal and vertical scroll bars appear when necessary to allow viewing data that are not readily visible in the window.
- To manually update (refresh) the data on the screen, click on the ↻ icon in the **OM GUI** navigation frame.

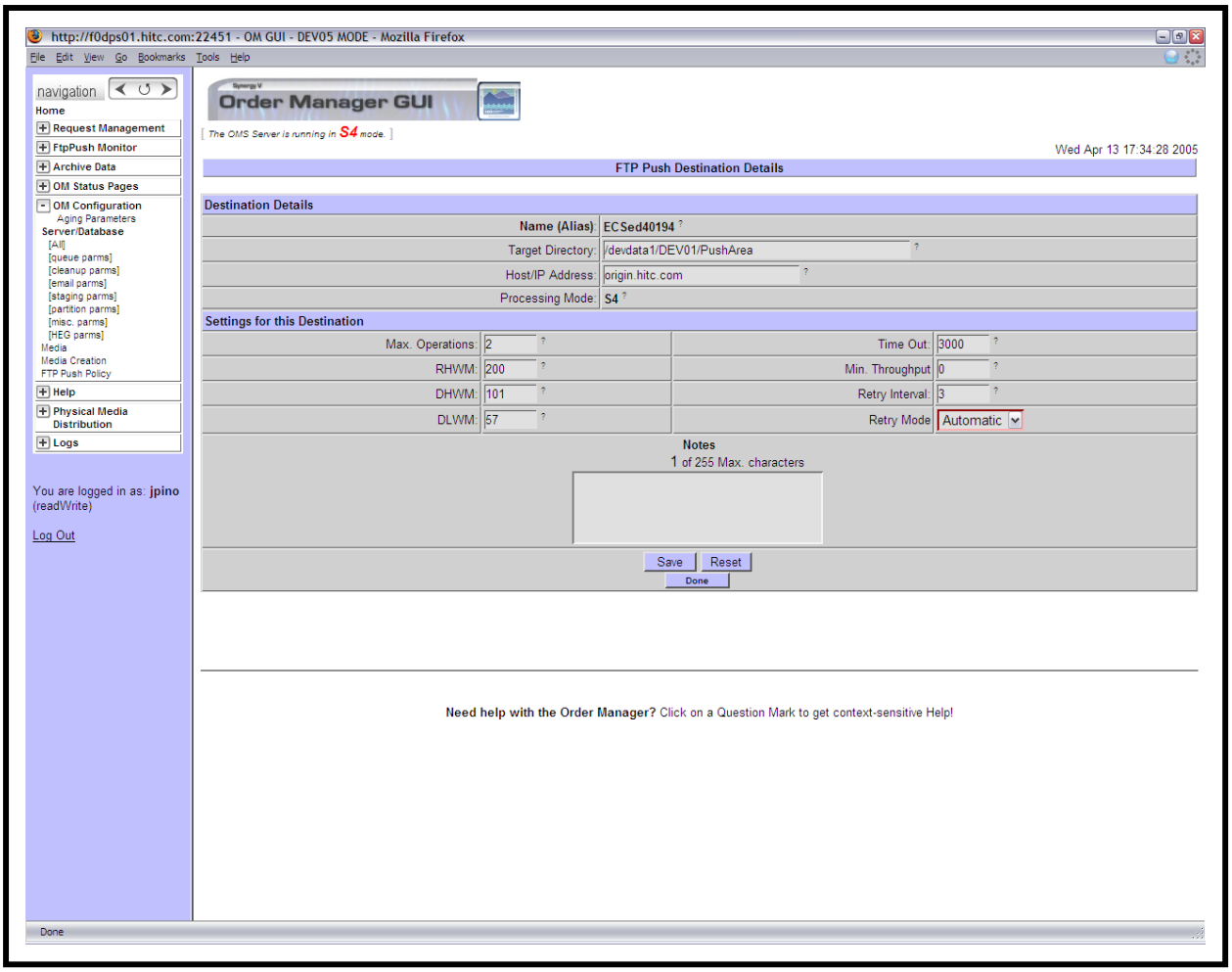


Figure 66. FTP Push Destination Details Page

- The Netscape browser **Edit → Find in Page** menu provides a means of performing a keyword search of the data currently being displayed on the screen.

4 If parameter value(s) in either the **Global Settings for All Destinations** area or **Settings for Non-Configured Destinations** area is (are) to be modified (and there is authorization to do so), first type the new value(s) in the text entry box(es) for the relevant parameter(s).

5 If parameter value(s) in either the **Global Settings for All Destinations** area or **Settings for Non-Configured Destinations** area is (are) to be modified, click on the appropriate button from the following selections:

- **Apply** - to apply the new value(s) to the parameter(s).
  - The new value(s) is (are) applied to the parameter(s).

- **Reset** - to clear the new value(s) from the text entry box(es) without changing the current value(s).
  - The new value(s) is (are) not applied to the parameter(s).

6 If the retry mode for a destination in the **Frequently Used Destinations** area should be changed (and there is authorization to do so), click on the option button (in the **Retry Mode** column) associated with the destination to display a menu of retry modes then click on the desired selection.

- The following choices are available:
  - **Automatic.**
  - **Manual.**
- Selected mode is displayed in the **Retry Mode** column.
- The retry mode for the destination is changed to the selected value.

7 To remove (delete) destination(s) from the **Frequently Used Destinations** area, first either click in the corresponding box(es) in the **Del** column or (if all destinations are to be removed) click in the **Select all** box near the bottom of the **Frequently Used Destinations** area.

- Selected destination(s) is (are) marked for deletion.
- Removing a destination from the **Frequently Used Destinations** area does not actually delete the destination; it moves the destination to the non-configured group and erases its individual configuration parameter values.

8 To continue the process of removing (deleting) destination(s) from the **Frequently Used Destinations** area, click on the **Remove Selected Destinations** link near the bottom of the **FTP Push Policy Configuration** page.

- A destination deletion confirmation dialogue box is displayed with the message "Are you sure you want to delete the selected destinations?"

9 To complete the process of removing (deleting) destination(s) from the **Frequently Used Destinations** area, click on the appropriate button from the following selections:

- **OK** - to delete the selected destination(s) and dismiss the confirmation dialogue box.
  - The confirmation dialogue box is dismissed.
  - The **FTP Push Policy Configuration** page is refreshed to display the **Frequently Used Destinations** list without the deleted destination(s).
- **Cancel** – to dismiss the confirmation dialogue box without deleting the selected destination(s).
  - The confirmation dialogue box is dismissed.

10 To add a new destination to the **Frequently Used Destinations** area perform the procedure for **Adding Destinations to the Frequently Used Destinations Area** (subsequent section of this lesson).

- In order for a destination to be added to the list of Frequently-Used Destinations, the destination must already exist (i.e., must be referenced in at least one current order).

11 If parameter value(s) for destination(s) in the **Frequently Used Destinations** area is (are) to be modified (and there is authorization to do so), perform the procedure for **Modifying Values Assigned to Parameters of Frequently Used Destinations** (subsequent section of this lesson).

12 To start the process of logging out (if applicable) click on the **Log Out** link in the navigation frame of the **OM GUI**.

- A log-out dialogue box containing the message "Are you sure you want to log out? This will close your browser." is displayed.

13 To complete the process of logging out (when applicable) click on the appropriate button from the following selections:

- **OK** - to dismiss the dialogue box and complete the log-out.
  - The dialogue box is dismissed.
  - The Netscape browser is dismissed.
- **Cancel** - to dismiss the dialogue box without logging out.
  - The dialogue box is dismissed.
  - The **OM GUI** is displayed.

Adding Destinations to the Frequently Used Destinations List

The **Add New Destination** page (Figure 67) provides the full-capability operator with a means of adding destinations to the **Frequently Used Destinations** list on the **FTP Push Policy Configuration** page (Figure 65).

A destination on the **Frequently Used Destinations** list is defined by the following three attributes:

- **Alias** – a descriptive name or handle by which the destination can be easily identified. Each alias must be unique.
- **Target Directory** - the directory on the remote host to which files will be pushed.
- **Host Address** - the remote host machine name or IP address.

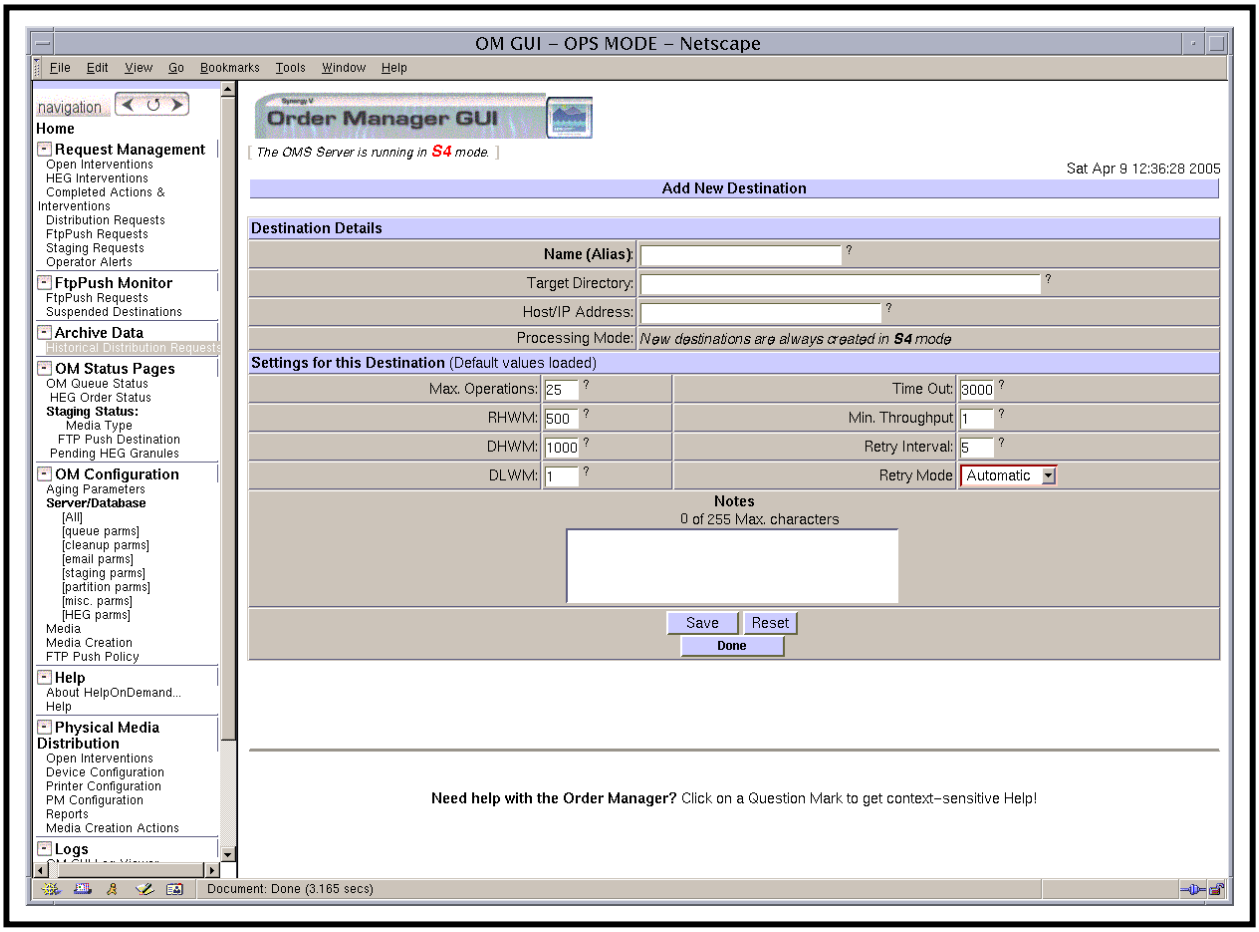


Figure 67. Add New Destination Page

Each destination on the **Frequently Used Destinations** list must have exclusive attributes and an exclusive alias. Each new destination is initially assigned the same parameter values as are used by the non-configured destinations.

The procedure for adding destinations to the **Frequently Used Destinations** list starts with the following assumptions:

- All applicable servers are currently running.
- The **OM GUI** has been launched [e.g., as described in the procedure for **Launching the Order Manager GUI** (preceding section of this lesson)].
- The destination to be added to the **Frequently Used Destinations** list must already exist (i.e., must be referenced in at least one current order).

1 If it has not been expanded already, click on the **OM Configuration** link in the navigation frame of the **OM GUI**.

- The **OM Configuration** menu is expanded.

2 If the **FTP Push Policy Configuration** page (Figure 65) is not already being displayed, click on the **FTP Push Policy** link in the navigation frame of the **OM GUI**.

- The **FTP Push Policy Configuration** page (Figure 65) is displayed.

3 Click on the **Add a Destination** button in the **Frequently Used Destinations** area of the **FTP Push Policy Configuration** page.

- The **Add New Destination** page (Figure 67) is displayed.
  - In the **Destination Details** area of the **Add New Destination** page (Figure 67) text boxes for entering the following types of destination attributes are displayed:
    - **Name (Alias).**
    - **Target Directory.**
    - **Host/IP Address.**
  - In the **Settings for this Destination** area of the **Add New Destination** page (Figure 67) current values for the following types of parameters are displayed:
    - **Max. Operations.**
    - **RHWM.**
    - **DHWM.**
    - **DLWM.**
    - **Time Out.**
    - **Min Throughput.**
    - **Retry Interval.**
    - **Retry Mode.**
    - **Notes.**
- Each destination on the **Frequently Used Destinations** list must have exclusive attributes and an exclusive alias.
  - The attributes are entered in the **Destination Details** area of the **Add New Destination** page (Figure 67).

- Each new destination is initially assigned the same parameter values as are used by the non-configured destinations.
  - The parameter values are displayed in the **Settings for this Destination** area of the **Add New Destination** page (Figure 67).
- Whenever there is little question mark next to a button or text field (e.g., **Target Directory**), clicking on the question mark opens a dialogue box that describes the item.
  - The "HelpOnDemand" feature provides context-sensitive help for each page, particularly for controls or parameters that may not be entirely self-descriptive.

4 Type ***alias*** in the **Name (Alias)** text box.

- ***alias*** is a unique descriptive name or handle by which the destination can be easily identified and by which the destination will be commonly known. For example:

  Norford University

5 Type ***path*** in the **Target Directory** text box.

- ***path*** is the path to the directory on the remote host to which data are to be pushed by ftp. For example:

  /sci/data/push

6 Type ***address*** in the **Host/IP Address** text box.

- ***address*** is the remote host machine name or IP address where data are to be pushed by ftp. For example:

  dsc@nu.edu

7 Type ***#operations*** in the **Max. Operations** text box.

- ***#operations*** is the maximum number of concurrent FtpPush operations for a particular destination (exclusive of but subject to the global Max Operations). For example:

  2

8 Type ***rhwm*** in the **RHWM** text box.

- ***rhwm*** is the Request High Water Mark, the desired maximum number of requests that may be in the Staging state, or that completed Staging but are not in a terminal state (e.g., Shipped). For example:

  10

9 Type ***dhwm*** in the **DHWM** text box.

- ***dhwm*** is the Data High Water Mark, the maximum volume of data (in GB) in Staging or already staged but not yet pushed. For example:

  10

10 Type ***dlwm*** in the **DLWM** text box.

- ***dlwm*** is the Data Low Water Mark, the minimum volume of data (in GB) in Staging or already staged but not yet pushed. For example:

  2

11 Type ***min*** in the **Time Out** text box.

- ***min*** is an extra time allotment (in minutes) that is applied to the expected throughput, such that expected throughput equals minimum throughput plus timeout. For example:

  60

12 Type ***MB*** in the **Min. Throughput** text box.

- ***MB*** is minimum data throughput (in MB/sec) for a particular destination. For example:

  100

13 Type ***min*** in the **Retry Interval** text box.

- ***min*** is the waiting period (in minutes) before FtpPush operations for a suspended destination are automatically retried. For example:

  60

14 Click on the **Retry Mode** option button to display a menu of retry modes then click on the desired selection.

- The following choices are available:
  - **Automatic.**
  - **Manual.**
- Selected mode is displayed in the **Retry Mode** column.

15 If a note should be entered concerning the destination (e.g., the reason for adding the destination to the **Frequently Used Destinations** list), type the applicable text in the **Notes** text box.

16 Click on the appropriate button from the following selections:

- **Save** - to save the new frequently used destination and the values specified for its parameters.
  - A **"Remember Values" Confirmation** dialogue box (Figure 63) is displayed.
- **Done** - to dismiss the **Add New Destination** page (Figure 67) and display the **FTP Push Policy Configuration** page (Figure 65).
  - A **"Done" Confirmation** dialogue box (Figure 68) is displayed.
- **Reset** - to clear the new value(s) from the text entry box(es) without changing the current value(s).
  - The new value(s) is (are) cleared from the text entry box(es) without changing the current value(s).

Figure 68. "Done" Confirmation Dialogue Box

17 If a **"Remember Values" Confirmation** dialogue box (Figure 63) is displayed, click on the appropriate button from the following selections:

- **Yes**.
  - The **"Remember Values" Confirmation** dialogue box (Figure 63) is dismissed.
  - The **Add New Destination** page (Figure 67) is displayed.
- **Never for this site**.
  - The **"Remember Values" Confirmation** dialogue box (Figure 63) is dismissed.
  - The **Add New Destination** page (Figure 67) is displayed.

- **No**.
  - The **"Remember Values" Confirmation** dialogue box (Figure 63) is dismissed.
  - The **Add New Destination** page (Figure 67) is displayed.

18 If a **"Done" Confirmation** dialogue box (Figure 68) is displayed, click on the appropriate button from the following selections:

- **OK** - to dismiss the **"Done" Confirmation** dialogue box (Figure 68) and the **Add New Destination** page (Figure 67) and display the **FTP Push Policy Configuration** page (Figure 65).
  - The **"Done" Confirmation** dialogue box (Figure 68) is dismissed.
  - The **Add New Destination** page (Figure 67) is dismissed.
  - The **FTP Push Policy Configuration** page (Figure 65) is displayed.
- **Cancel** - to dismiss the **"Done" Confirmation** dialogue box and return to the **Add New Destination** page (Figure 67).
  - The **"Done" Confirmation** dialogue box (Figure 68) is dismissed.

19 If the **Add New Destination** page (Figure 67) is still being displayed and no changes to the new destination are needed, click on the **Done** button.

- A **"Done" Confirmation** dialogue box (Figure 68) is displayed.

20 If a **"Done" Confirmation** dialogue box (Figure 68) is displayed, click on the appropriate button from the following selections:

- **OK** - to dismiss the **"Done" Confirmation** dialogue box (Figure 68) and the **Add New Destination** page (Figure 67) and display the **FTP Push Policy Configuration** page (Figure 65).
  - The **"Done" Confirmation** dialogue box (Figure 68) is dismissed.
  - The **Add New Destination** page (Figure 67) is dismissed.
  - The **FTP Push Policy Configuration** page (Figure 65) is displayed.
- **Cancel** - to dismiss the **"Done" Confirmation** dialogue box and return to the **Add New Destination** page (Figure 67).
  - The **"Done" Confirmation** dialogue box (Figure 68) is dismissed.

21 If changes to the new frequently used destination are needed, repeat Steps 4 through 20 as necessary.

22 Return to the procedure for **Checking/Modifying FTP Push Policy Configuration** (preceding section of this lesson).

Modifying Values Assigned to Parameters of Frequently Used Destinations

The **FTP Push Destination Details** page (Figure 66) provides the full-capability operator with a means of modifying the values assigned to parameters of frequently used FtpPush destinations (as listed in the **Frequently Used Destinations** area of the **FTP Push Policy Configuration** page, Figure 65).

The procedure for modifying values assigned to parameters of frequently used destinations starts with the following assumptions:

- All applicable servers are currently running.
- The **OM GUI** has been launched [e.g., as described in the procedure for **Launching the Order Manager GUI** (preceding section of this lesson)].

Modifying Values Assigned to Parameters of Frequently Used Destinations

1 If it has not been expanded already, click on the **OM Configuration** link in the navigation frame of the **OM GUI**.

- The **OM Configuration** menu is expanded.

2 If the **FTP Push Policy Configuration** page (Figure 65) is not already being displayed, click on the **FTP Push Policy** link in the navigation frame of the **OM GUI**.

- The **FTP Push Policy Configuration** page (Figure 65) is displayed.

3 If the **FTP Push Destination Details** page (Figure 66) for the relevant destination is not already being displayed, click on the specific Destination Name in the **Frequently Used Destinations** area.

- The **FTP Push Destination Details** page (Figure 66) is displayed.

4 Observe information displayed on the **FTP Push Destination Details** page.

- In the **Destination Details** area of the **FTP Push Destination Details** page (Figure 66) the following types of destination attributes are displayed:
  - **Name (Alias).**
  - **Target Directory.**
  - **Host/IP Address.**

- In the **Settings for this Destination** area of the **FTP Push Destination Details** page (Figure 66) current values for the following types of parameters are displayed:
  - **Max. Operations.**
  - **RHWM.**
  - **DHWM.**
  - **DLWM.**
  - **Time Out.**
  - **Min Throughput.**
  - **Retry Interval.**
  - **Retry Mode.**
  - **Notes.**

5 Perform Steps 6 through 19 as necessary to modify values that need to be changed.

6 Type ***alias*** in the **Name (Alias)** text box.

- ***alias*** is a unique descriptive name or handle by which the destination can be easily identified and by which the destination will be commonly known. For example:

  Norford University

7 Type ***path*** in the **Target Directory** text box.

- ***path*** is the path to the directory on the remote host to which data are to be pushed by ftp. For example:

  /sci/data/push

8 Type ***address*** in the **Host/IP Address** text box.

- ***address*** is the remote host machine name or IP address where data are to be pushed by ftp. For example:

  dsc@nu.edu

9 Type ***#operations*** in the **Max. Operations** text box.

- ***#operations*** is the maximum number of concurrent FtpPush operations for a particular destination (exclusive of but subject to the global Max Operations). For example:

  2

10 Type ***rhwm*** in the **RHWM** text box.

- ***rhwm*** is the Request High Water Mark, the desired maximum number of requests that may be in the Staging state, or that completed Staging but are not in a terminal state (e.g., Shipped). For example:

  10

11 Type ***dhwm*** in the **DHWM** text box.

- ***dhwm*** is the Data High Water Mark, the maximum volume of data (in GB) in Staging or already staged but not yet pushed. For example:

  10

12 Type ***dlwm*** in the **DLWM** text box.

- ***dlwm*** is the Data Low Water Mark, the minimum volume of data (in GB) in Staging or already staged but not yet pushed. For example:

  2

13 Type ***min*** in the **Time Out** text box.

- ***min*** is an extra time allotment (in minutes) that is applied to the expected throughput, such that expected throughput equals minimum throughput plus timeout. For example:

  60

14 Type ***MB*** in the **Min. Throughput** text box.

- ***MB*** is minimum data throughput (in MB/sec) for a particular destination. For example:

  100

15 Type ***min*** in the **Retry Interval** text box.

- ***min*** is the waiting period (in minutes) before FtpPush operations for a suspended destination are automatically retried. For example:

  60

16 Click on the **Retry Mode** option button to display a menu of retry modes then click on the desired selection.

- The following choices are available:
  - **Automatic.**
  - **Manual.**
- Selected mode is displayed in the **Retry Mode** column.

17 If a note should be entered concerning the destination (e.g., the reason for modifying the parameter values), type the applicable text in the **Notes** text box.

18 Click on the appropriate button from the following selections:

- **Save** - to save the frequently used destination and the values specified for its parameters.
  - A **"Remember Values" Confirmation** dialogue box (Figure 63) is displayed.
- **Done** - to dismiss the **FTP Push Destination Details** page (Figure 66) and display the **FTP Push Policy Configuration** page (Figure 65).
  - A **"Done" Confirmation** dialogue box (Figure 68) is displayed.
- **Reset** - to clear the new value(s) from the text entry box(es) without changing the current value(s).
  - The new value(s) is (are) cleared from the text entry box(es) without changing the current value(s).

19 If a **"Remember Values" Confirmation** dialogue box (Figure 63) is displayed, click on the appropriate button from the following selections:

- **Yes**.
  - The **"Remember Values" Confirmation** dialogue box (Figure 63) is dismissed.
  - The **FTP Push Destination Details** page (Figure 66) is displayed.
- **Never for this site**.
  - The **"Remember Values" Confirmation** dialogue box (Figure 63) is dismissed.
  - The **FTP Push Destination Details** page (Figure 66) is displayed.
- **No**.
  - The **"Remember Values" Confirmation** dialogue box (Figure 63) is dismissed.
  - The **FTP Push Destination Details** page (Figure 66) is displayed.

20 If a **"Done" Confirmation** dialogue box (Figure 68) is displayed, click on the appropriate button from the following selections:

- **OK** - to dismiss the **"Done" Confirmation** dialogue box (Figure 68) and the **FTP Push Destination Details** page (Figure 66) and display the **FTP Push Policy Configuration** page (Figure 65).
  - The **"Done" Confirmation** dialogue box (Figure 68) is dismissed.

- The **FTP Push Destination Details** page (Figure 66) is dismissed.
- The **FTP Push Policy Configuration** page (Figure 65) is displayed.

- **Cancel** - to dismiss the **"Done" Confirmation** dialogue box and return to the **FTP Push Destination Details** page (Figure 66).
  - The **"Done" Confirmation** dialogue box (Figure 68) is dismissed.

21 If the **FTP Push Destination Details** page (Figure 66) is still being displayed and no changes to the new destination are needed, click on the **Done** button.

- A **"Done" Confirmation** dialogue box (Figure 68) is displayed.

22 If a **"Done" Confirmation** dialogue box (Figure 68) is displayed, click on the appropriate button from the following selections:

- **OK** - to dismiss the **"Done" Confirmation** dialogue box (Figure 68) and the **FTP Push Destination Details** page (Figure 66) and display the **FTP Push Policy Configuration** page (Figure 65).
  - The **"Done" Confirmation** dialogue box (Figure 68) is dismissed.
  - The **FTP Push Destination Details** page (Figure 66) is dismissed.
  - The **FTP Push Policy Configuration** page (Figure 65) is displayed.
- **Cancel** - to dismiss the **"Done" Confirmation** dialogue box and return to the **FTP Push Destination Details** page (Figure 66).
  - The **"Done" Confirmation** dialogue box (Figure 68) is dismissed.

23 If changes to the frequently used destination are needed, repeat Steps 6 through 22 as necessary.

24 Return to the procedure for **Checking/Modifying FTP Push Policy Configuration** (preceding section of this lesson).

Using OM GUI Help

There are several ways for the Distribution Technician to get access to help in using the **OM GUI**.

- Whenever there is little question mark next to a button or text field on an **OM GUI** page, clicking on the question mark opens a dialogue box that describes the item.
  - The "HelpOnDemand" feature provides context-sensitive help for each page, particularly for controls or parameters that may not be entirely self-descriptive.

– Figure 69 provides an example of HelpOnDemand.

Figure 69. Example of HelpOnDemand

- For help on a particular topic the **Help** link in the navigation frame of the **OM GUI** causes the **Help** page (Figure 70) to be displayed.

Viewing the OM GUI Log

The **OM GUI Log Viewer** page (Figure 71) provides the Distribution Technician with a means of checking entries in the OM GUI log. The log file that the log viewer displays is located under the cgi-bin/logs directory where the **OM GUI** is installed. It is not the web server log or the SYSLOG. It is a log that is specifically generated by and for the **OM GUI**.

The procedure for viewing the OM GUI log starts with the following assumptions:

- All applicable servers are currently running.
- The **OM GUI** has been launched [e.g., as described in the procedure for **Launching the Order Manager GUI** (preceding section of this lesson)].

Viewing the OM GUI Log

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1 If it has not been expanded already, click on the **Logs** link in the navigation frame of the **OM GUI**.

- The **Logs** menu is expanded.

2 If the **OM GUI Log Viewer** page (Figure 71) is not already being displayed, click on the **OM GUI Log Viewer** link in the navigation frame of the **OM GUI**.

- The **OM GUI Log Viewer** page (Figure 71) is displayed.

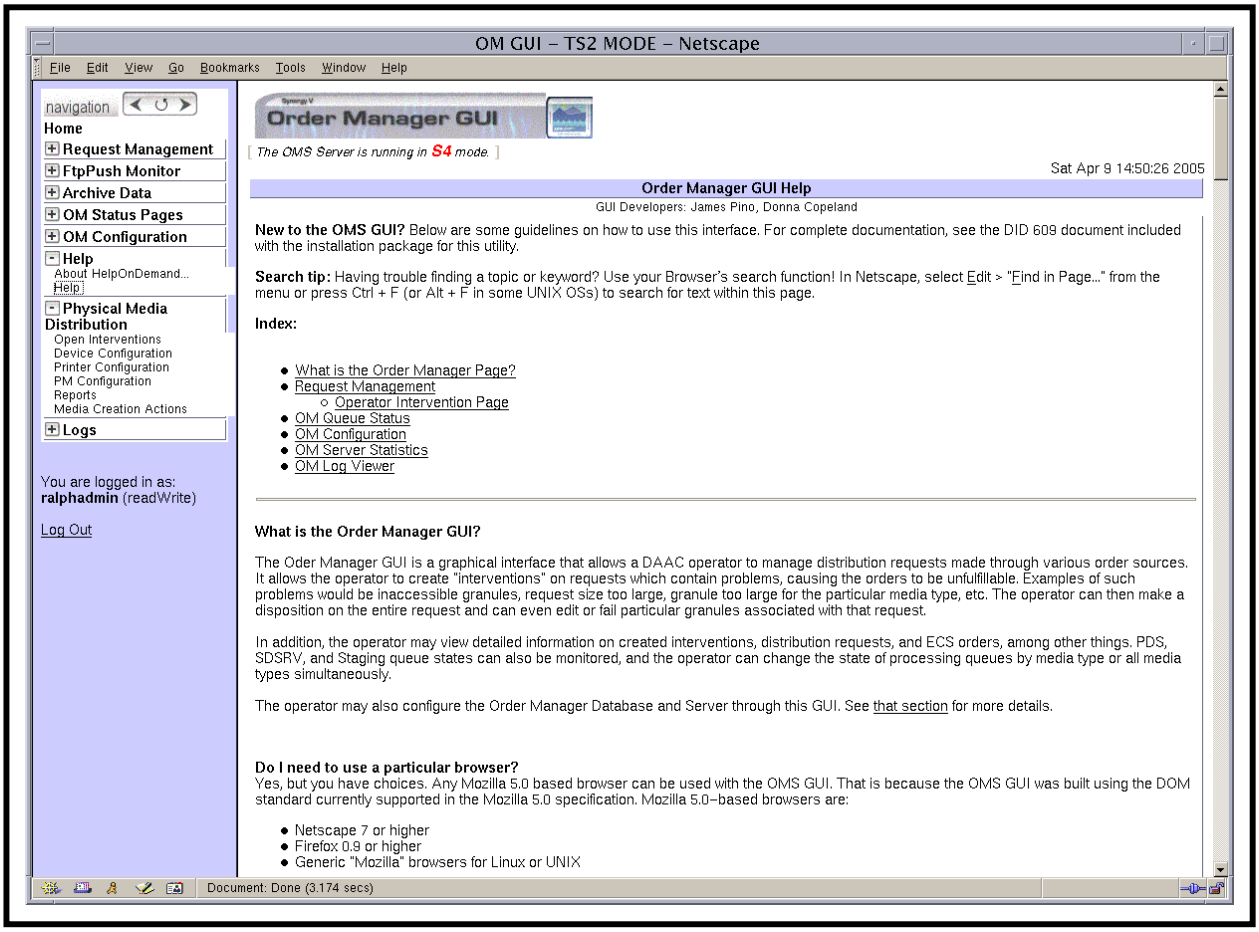

Figure 70. OM GUI Help Page

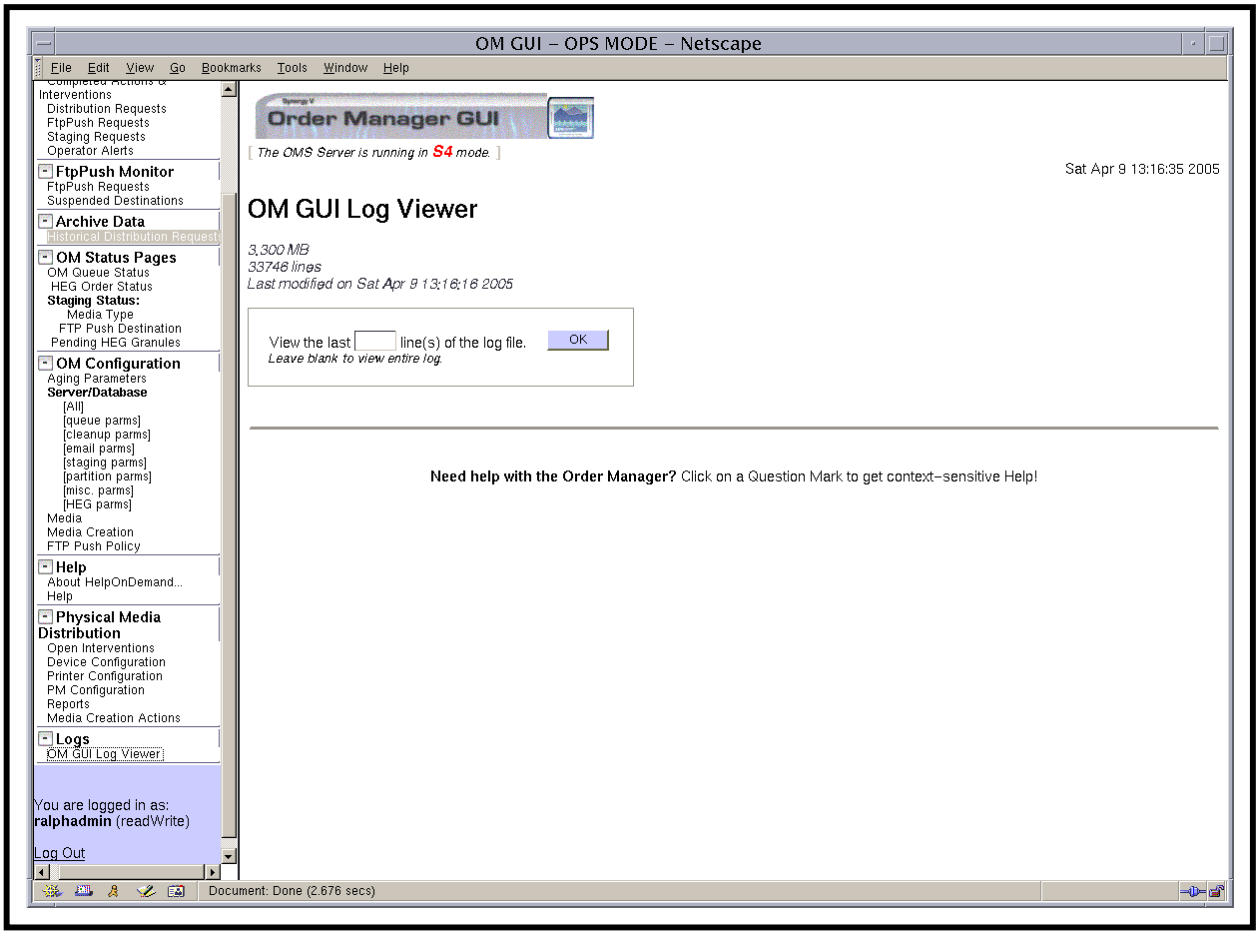

Figure 71. OM GUI Log Viewer Page

3 Observe information displayed in the **Log Summary**.

- The **Log Summary** provides the following kinds of information:
  - **Size** (size of the log file).
  - **Lines** (number of lines in the log file).
  - **Last Modified** (when the log file was last modified).

4 In the **View the last ___ line(s) of the log file** text box type the appropriate number of lines to be displayed.

- The log viewer's functioning is similar to that of the UNIX "tail" command: to see a particular number of lines at the end of the log, specify the number of lines in the **View the last ___ line(s) of the log file** text box.
- Entering 0 (zero) or leaving the text box blank indicates that the entire log file should be displayed.

- It is possible to specify a number that is equal to or greater than the total number of lines in the log file.
  - The total number of lines in the log file is shown in the **Log Summary** on the **OM GUI Log Viewer** page.
- After long periods of usage, the log file may grow to considerable size and it may take some time to load the entire log into the **OM GUI Log Viewer** page.
  - In most cases viewing the last 100 - 500 lines would be adequate to assess recent activity and it would greatly decrease the amount of time it would take to load the log file onto the page.

5 Click on the **OK** button.

- The specified lines from the log file are displayed as shown in the example, Figure 72.

6 Observe information displayed in the log file.

- The GUI log is a record of every page that runs and every stored procedure that is called within those pages.
- The actual log file (EcOmGui.log) is typically located in the /usr/ecs/*MODE*/CUSTOM/WWW/OMS/cgi-bin/logs directory on the Data Pool Server host (x0dps01).
  - If preferred, the log file can be viewed with any UNIX editor or visualizing command (e.g., **pg, vi**, **view, more**).

7 To start the process of logging out (if applicable) click on the **Log Out** link in the navigation frame of the **OM GUI**.

- A log-out dialogue box containing the message "Are you sure you want to log out? This will close your browser." is displayed.

8 To complete the process of logging out (when applicable) click on the appropriate button from the following selections:

- **OK** - to dismiss the dialogue box and complete the log-out.
  - The dialogue box is dismissed.
  - The Netscape browser is dismissed.
- **Cancel** - to dismiss the dialogue box without logging out.
  - The dialogue box is dismissed.
  - The **OM GUI** is displayed.

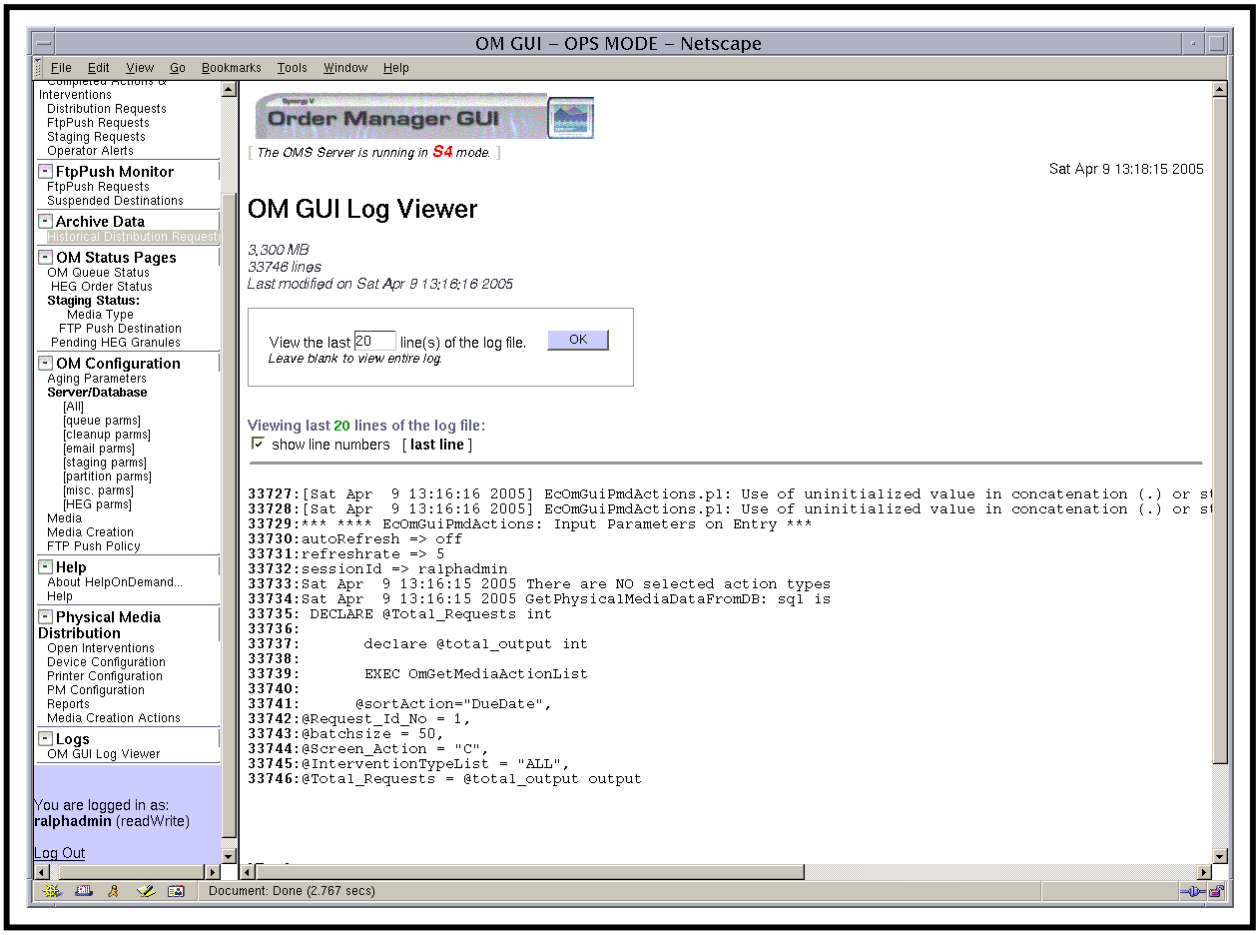

Figure 72. Example of OM GUI Log Contents

Viewing PMD Open Intervention Information on the OM GUI

Errors with Physical Media Distribution (PMD) are handled in much the same way as interventions for distribution requests are handled. An operator intervention is generated by the OMS Server and is displayed on the **OM GUI**.

The **Open Physical Media Interventions** page (Figure 73) provides the full-capability operator with a means of viewing and responding to PMD open interventions.

The procedure for viewing PMD open intervention information on the **OM GUI** starts with the following assumptions:

- All applicable servers are currently running.
- The **OM GUI** has been launched [e.g., as described in the procedure for **Launching the Order Manager GUI** (preceding section of this lesson)].

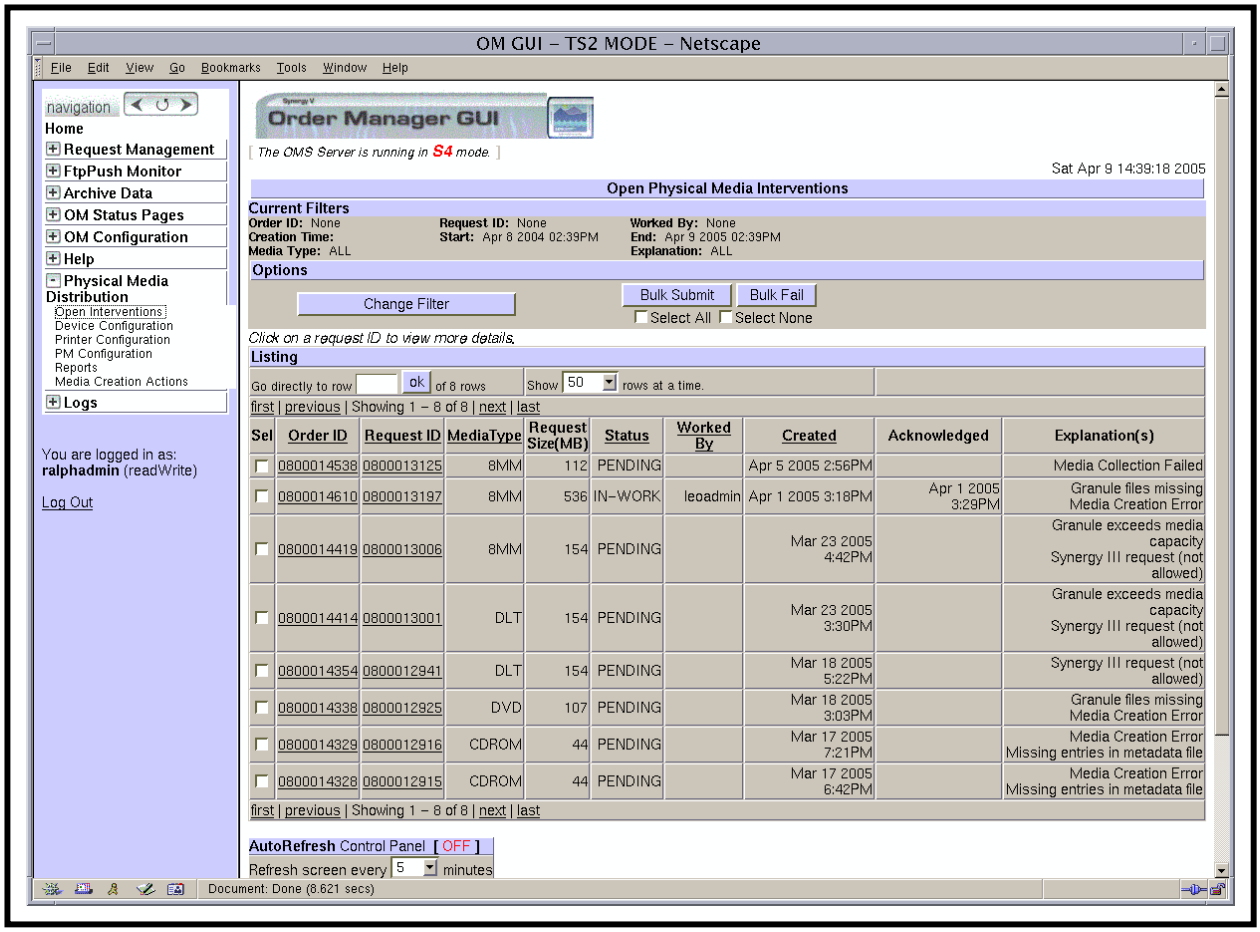

Figure 73. Open Physical Media Interventions Page

Viewing PMD Open Intervention Information on the OM GUI

1 If it has not been expanded already, click on the **Physical Media Distribution** link in the navigation frame of the **OM GUI**.

- The **Physical Media Distribution** menu is expanded.

2 Click on the **Open Interventions** link in the navigation frame of the **OM GUI**.

- The **Open Physical Media Interventions** page (Figure 73) is displayed.
- The **Current Filters** area of the **Open Physical Media Interventions** page describes how the current listing of distribution requests has been filtered.
  - It is important to check the filter settings when opening the **Open Physical Media Interventions** page because changes to the filter settings tend to persist, even from one session to another.

- To filter the **PMD Open Interventions Listing** in a different way, perform the procedure for **Filtering Data Displayed on the Distribution Requests Pages** (preceding section of this lesson).

- The **Options** area of the **Open Physical Media Interventions** page has the following buttons and selection boxes:
  - **Change Filter** button [refer to the procedure for **Filtering Data Displayed on the Distribution Requests Pages** (preceding section of this lesson)].
  - **Bulk Submit** button [for submitting selected intervention(s)].
  - **Bulk Fail** button [for failing selected intervention(s)].
  - **Select All** box [for selecting all eligible requests for either **Bulk Submit** or **Bulk Fail**].
  - **Select None** box [for selecting none of the eligible requests for either **Bulk Submit** or **Bulk Fail**].
- The **Listing** table has the following columns:
  - **Sel** [check boxes for marking items to be submitted or failed].
  - **Order Id.**
  - **Request Id.**
  - **Media Type.**
  - **Request Size(MB).**
  - **Status.**
  - **Worked by.**
  - **Created.**
  - **Acknowledged.**
  - **Explanation(s).**

3 Observe information displayed in the **Listing** table of the **Open Physical Media Interventions** page.

- The **Show _____ rows at a time** window provides a means of selecting the maximum number of rows of data to be displayed at a time.
  - For example, if **Show _____ rows at a time** is being displayed, selecting **50** from the option button would result in the display of a page of data containing up to 50 rows of data.

- Clicking on a link (underlined word) in the column header row of the table causes table contents to be sorted on that column.
  - For example, clicking on the **Created** link causes the table to be organized by "Creation Time," with the most recent request requiring intervention in the top row of the table.
- Clicking on a specific Order ID brings up a screen containing more detailed data concerning that particular order.
  - The **ECS Order** page (Figure 25) displays the following types of data concerning the order:
    - **Request ID(s).**
    - **Order Type.**
    - **Order Source.**
    - **Ext. RequestId.**
    - **Receive Date.**
    - **Last Update.**
    - **Description.**
    - **Start Date.**
    - **User ID.**
    - **Status.**
    - **Ship Date.**
    - **Order Home DAAC.**
  - Clicking on the ← icon in the **OM GUI** navigation frame causes the **Open Interventions** page to be redisplayed.
- Clicking on a specific Request ID in the **Listing** table of the **Open Interventions** page brings up a screen containing detailed data concerning the intervention for that particular request (refer to Steps 3 and 8).
- Horizontal and vertical scroll bars appear when necessary to allow viewing data that are not readily visible in the window.
- If **AutoRefresh** is **ON**, the **Open Physical Media Interventions** page refreshes automatically as often as specified in the **Refresh screen every *x* minutes** window.
  - If a different refresh option is preferred, perform the procedure for **Setting Refresh Options on OM GUI Pages** (previous section of this lesson).

- To manually update (refresh) the data on the screen, click on the ↻ icon in the **OM GUI** navigation frame.
- The Netscape browser **Edit → Find in Page** menu provides a means of performing a keyword search of the data currently being displayed on the screen.
- The **first**, **previous**, **next**, and **last** links provide means of displaying additional pages of data.

4 To fail intervention(s) first click in either the **Select All** check box (if all interventions are to be failed) in the **Options** area of the **Open Physical Media Interventions** page or the individual check box(es) in the **Sel** column associated with specific intervention(s).

- A checkmark is displayed in each selected check box.

5 To complete the process of failing intervention(s) click on the **Bulk Fail** button in the **Options** area of the **Open Physical Media Interventions** page.

- The selected intervention(s) is/are failed.

6 To submit intervention(s) first click in either the **Select All** check box (if all interventions are to be submitted) in the **Options** area of the **Open Physical Media Interventions** page or the individual check box(es) in the **Sel** column associated with specific intervention(s).

- A checkmark is displayed in each selected check box.

7 To complete the process of submitting intervention(s) click on the **Bulk Submit** button in the **Options** area of the **Open Physical Media Interventions** page.

- The selected intervention(s) is/are submitted.

8 Click on a specific Request ID in the **Listing** table of the **Open Physical Media Interventions** page to bring up a screen containing detailed data concerning the intervention for that particular request.

- For example, clicking on Request ID **0800013197** brings up a **PMD Open Intervention Detail** page (i.e., **Intervention for Request 0800013197**) (Figure 74).

9 Observe information displayed on the **PMD Open Intervention Detail** page (Figure 74).

- The following items are displayed on the **PMD Open Intervention Detail** page (Figure 74).
  - **Order ID.**
  - **Request ID.**
  - **Input Size.**
  - **Media Type.**
  - **Priority.**

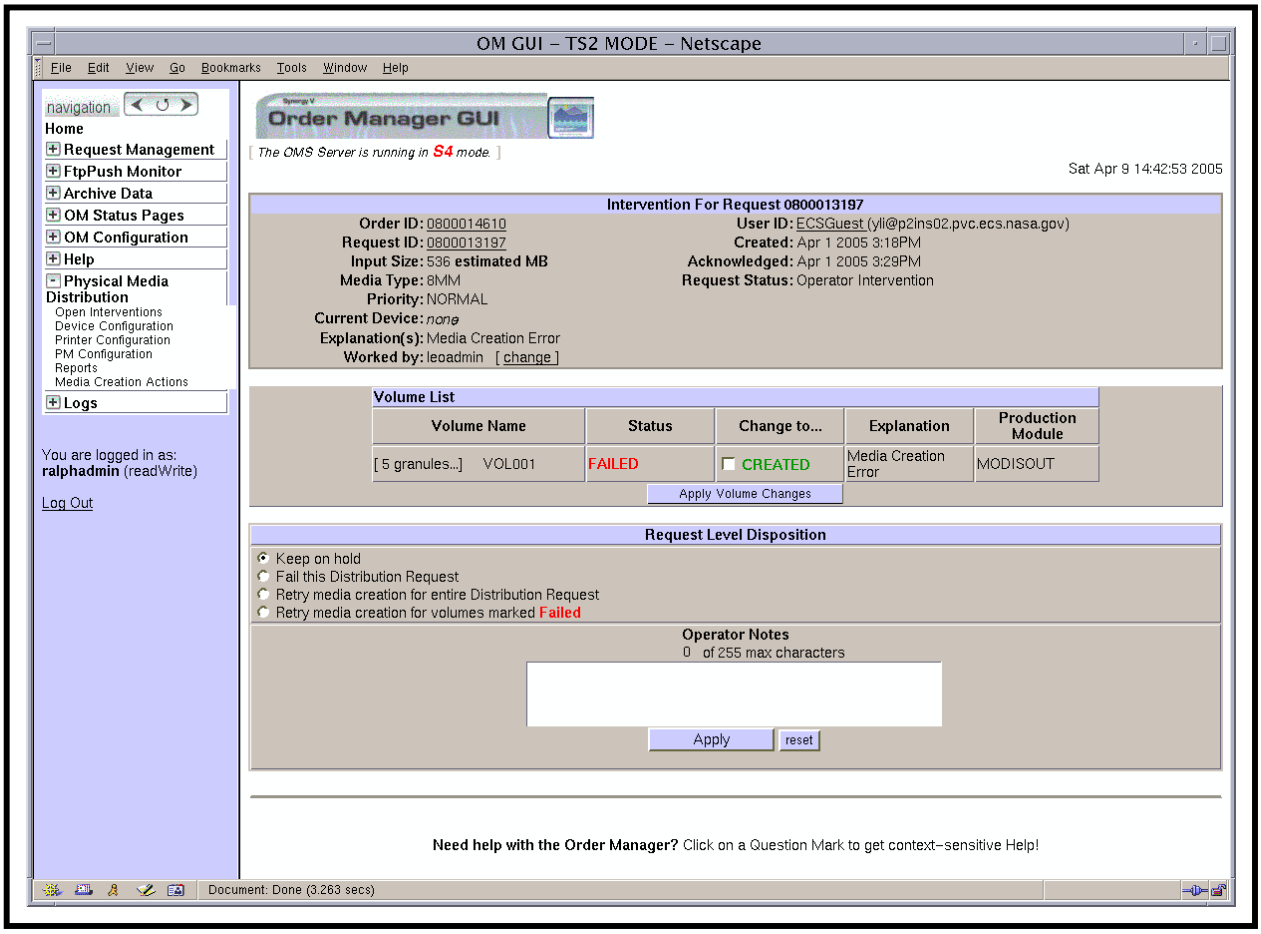

Figure 74. PMD Open Intervention Detail (Intervention for Request X) Page

- **Current Device.**
- **Error Report** (if applicable).
- **Print QC Report** button (if applicable).
- **Explanation(s).**
- **Worked by** [with **assign** link to assign new worker].
- **User ID.**
- **Created.**
- **Acknowledged.**
- **Request Status.**
- **Volume List.**
  - **Volume Name** [with **granules...** link].

- **Status**.
- **Change to…** [including check box(es) for marking to what status the volume should be changed].
- **Explanation.**
- **Production Module.**
- **Apply Volume Changes** button.

– **Request Level Disposition.**

- **Keep on hold.**
- **Fail this Distribution Request.**
- **Retry media creation for entire Distribution Request.**
- **Retry media creation for volumes marked ...** [e.g., **Retry media creation for volumes marked Failed**].
- **Retry QC for volumes marked ...** [e.g., **Retry QC for volumes marked Failed**].

– **OPERATOR NOTES**.

- Text box (for entering comments).

– **Apply** button.

– **reset** button.

- Clicking on the ← icon in the **OM GUI** navigation frame causes the **Open Physical Media Interventions** page to be redisplayed.

10 To work on the intervention being displayed on the **PMD Open Intervention Detail** page, perform the procedure for **Responding to a PMD Open Intervention** (subsequent section of this lesson).

11 To view the details of another open intervention first click on the ← icon in the **OM GUI** navigation frame then return to Step 2.

- The **PMD Open Intervention Detail** page (Figure 74) is dismissed.
- The **Open Physical Media Interventions** page (Figure 73) is displayed.

12 To start the process of logging out (if applicable) click on the **Log Out** link in the navigation frame of the **OM GUI**.

- A log-out dialogue box containing the message "Are you sure you want to log out? This will close your browser." is displayed.

13 To complete the process of logging out (when applicable) click on the appropriate button from the following selections:

- **OK** - to dismiss the dialogue box and complete the log-out.
  - The dialogue box is dismissed.
  - The Netscape browser is dismissed.
- **Cancel** - to dismiss the dialogue box without logging out.
  - The dialogue box is dismissed.
  - The **OM GUI** is displayed.

Responding to a PMD Open Intervention

The **PMD Open Intervention Detail** page (Figure 74) provides the full-capability operator with a means of performing the following kinds of interventions:

- Change the status of any/all volumes (pass or fail them).
- Fail or change any/all granules in a volume.
- Restart media creation.
- Continue media creation with selected volumes.

NOTE: The response to an intervention may require coordination between the Distribution Technician and a User Services representative, especially when determining a more suitable type of distribution medium, selecting a replacement granule, or taking any other action that would require contacting the person who submitted the order.

The procedure for responding to a PMD open intervention starts with the following assumptions:

- All applicable servers are currently running.
- The **OM GUI** has been launched [e.g., as described in the procedure for **Launching the Order Manager GUI** (preceding section of this lesson)].
- The **PMD Open Intervention Detail** page (Figure 74) is being displayed on the **OM GUI**.
  - If the **PMD Open Intervention Detail** page (Figure 74) is not being displayed on the **OM GUI**, go to the procedure for **Viewing PMD Open Intervention Information on the OM GUI** (preceding section of this lesson).

1 Observe the information displayed in the **Worked by:** field of the **PMD Open Intervention Detail** page (Figure 74).

- If the **PMD Open Intervention Detail** page (Figure 74) is not being displayed on the **OM GUI**, go to the procedure for **Viewing PMD Open Intervention Information on the OM GUI** (preceding section of this lesson).
- If someone is already working on the intervention, that person is identified in the **Worked by:** field of the **PMD Open Intervention Detail** page.
  - In general working on an intervention is left to the person who has already been signed up to work on it unless the change is coordinated with that person or they are going to be unavailable (e.g., due to illness or vacation).
- If necessary (e.g., due to illness, vacation, or prior coordination), it is possible to override the assignment of a person to work on an intervention.

2 To assign oneself to work on the intervention, first click on the **assign** or **change** link in the **Worked by:** field on the **PMD Open Intervention Detail** page.

- If someone has been assigned to work on the intervention a **change** link is displayed; if no one has been assigned to work on the intervention an **assign** link is displayed.
- Clicking on the assign or change link causes a text box to be displayed.

3 To continue the process of assigning oneself to work on the intervention, type the appropriate user ID in the text box displayed beside the **assign** or **change** link in the **Worked by:** field.

4 To continue the process of assigning oneself to work on the intervention, click on the green button with the checkmark next to the text box in the **Worked by:** field.

NOTE: When a PMD request goes into Intervention, the device allocated for the request is **not** automatically freed up; it is still allocated to the request.

5 If there is a device listed in the **Current Device** field of the **PMD Open Intervention Detail** page and the device should be made available for processing other requests while the current request is in Intervention, first click on the **deallocate this device…** link adjacent to the **Current Device** entry.

- A confirmation dialogue box is displayed with the message "WARNING: This will deallocate device ... from Media Distribution request .... Do you want to continue?"

6 To continue the process of making the allocated device available for processing other requests while the current request is in Intervention, click on the appropriate button from the following selections:

- **OK** - to confirm freeing up the device and dismiss the dialogue box.
  - The dialogue box is dismissed.
  - The **PMD Open Intervention Detail** page reloads and "none" is displayed for **Current Device**.
- **Cancel** - to dismiss the dialogue box without freeing up the device.
  - The dialogue box is dismissed.
  - The **PMD Open Intervention Detail** page is displayed and the allocated device is still displayed for **Current Device**.

7 To view/check the granules in a volume, first click on the **granule…** link associated with the volume name in the **Volume List**.

- The **Granule List for Volume *Y* of Request *X*** (Figure 75) is displayed in a pop-up window.
  - The **Granule List for Volume *Y* of Request *X*** has the following columns:
    - **DBID.**
    - **ESDT/Type.**
    - **In Size (MB).**
    - **Out Size (MB).**
    - **Status.**
    - **Explanation.**
    - **Action** [**Fail** check boxes].

8 If no granule in the volume is to be replaced or "failed" or if all granules in the volume are to be "failed," skip Steps 9 through 18 and go to Step 19.

9 If a granule is to be replaced (e.g., because of an "Invalid UR/Granule Not Found" entry in the **Explanation** column of the **Granule List**), first type the Database ID (DBID) of the replacement granule in the **DBID** text box.

- The DBID for a replacement granule can be determined by doing a search using the EDG.

10 To continue the process of specifying a replacement granule, click on the **Apply** button associated with the DBID.

- A dialogue box is displayed to confirm the change to the granule.

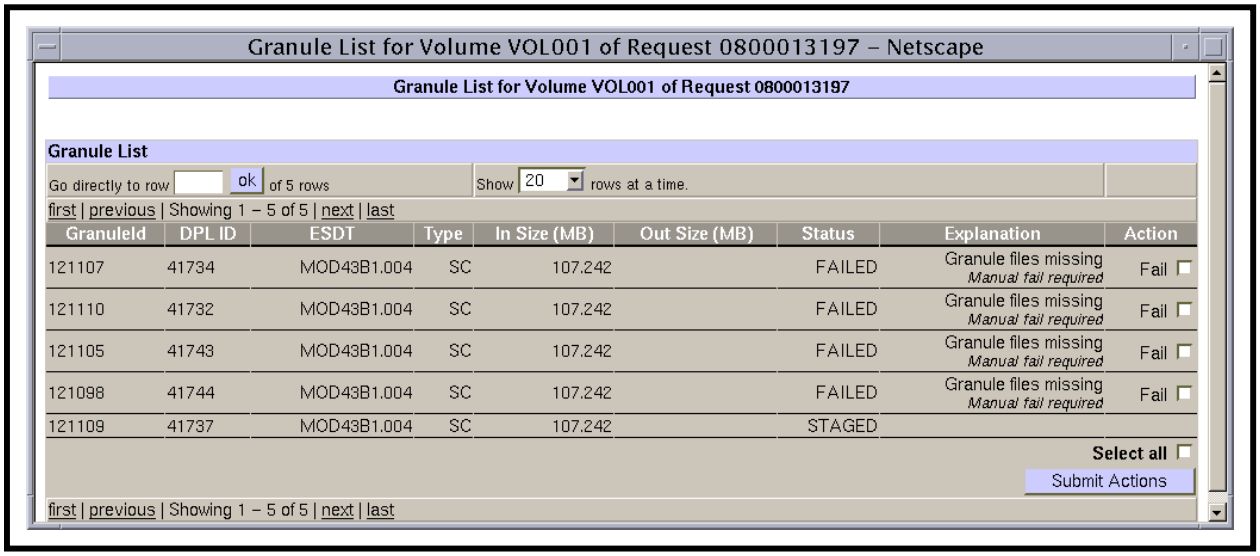

Figure 75. Granule List for Volume Y of Request X

11 To continue the process of specifying a replacement granule, click on the appropriate button from the following selections:

- **OK** - to confirm the specification of a replacement granule and dismiss the dialogue box.
  - The dialogue box is dismissed.
  - The **Granule List for Volume *Y* of Request *X*** (Figure 75) is displayed.
- **Cancel** - to dismiss the dialogue box without specifying a replacement granule.
  - The dialogue box is dismissed.
  - The **Granule List for Volume *Y* of Request *X*** (Figure 75) is displayed.

12 If a granule is to be "failed" (e.g., because of an "Invalid UR/Granule Not Found" entry in the **Explanation** column of the **Granule List**), click on the **Fail** check box in the **Action** column of the row for the granule in the **Granule List**.

13 Repeat Step 12 as necessary to mark additional granules to be "failed."

14 If a granule is to be "failed," click on the **Apply** button in the **Granule List**.

- A dialogue box is displayed to confirm the change to the granule.

NOTE: **"**Failing" a granule is a permanent action and cannot be canceled after having been confirmed.

15 To continue the process of failing a granule, click on the appropriate button from the following selections:

- **OK** - to confirm the failure of the granule and dismiss the dialogue box.
  - The dialogue box is dismissed.
  - The **Granule List for Volume *Y* of Request *X*** (Figure 75) is displayed.
- **Cancel** - to dismiss the dialogue box without failing the granule.
  - The dialogue box is dismissed.
  - The **Granule List for Volume *Y* of Request *X*** (Figure 75) is displayed.

16 Repeat Steps 9 through 15 (as necessary) to replace or fail any additional granules.

17 Click on the **Close Window** button to close the **Granule List for Volume *Y* of Request *X*** pop-up window.

- The **Granule List for Volume *Y* of Request *X*** (Figure 75) is dismissed.
- The **PMD Open Intervention Detail** page (Figure 74) is displayed.

18 Repeat Steps 7 through 17 (as necessary) to replace or fail any granules in additional volumes.

19 If an individual volume in the **Volume List** is to be marked for change to another status (e.g., **Created** or **Failed**) as listed in the **Change to…** column, click in the corresponding check box.

20 Repeat Step 19 (as necessary) to mark any additional volumes for change to another status.

21 To apply status changes to marked volume(s) click on the **Apply** button at the bottom of the **Volume List**.

22 If a note should be entered concerning the request (e.g., the reason for making a particular type of intervention), type the applicable text in the **OPERATOR NOTES** text box.

23 To select the disposition for the request click on the appropriate button from the following selections:

- **Keep on hold** - to delay applying any intervention action (keep the intervention open) and dismiss the **PMD Open Intervention Detail** page.
  - Placing an intervention on hold does not allow changing the request's attributes, but saves the operator notes and allows opening the intervention at a later time (essentially, the intervention is being “saved”).
- **Fail this Distribution Request** - to cancel/fail the entire request (including all volumes) and dismiss the **PMD Open Intervention Detail** page.

- **Retry media creation for entire Distribution Request -** to restart media creation. This option "resets" the request to create the physical media. All volumes are subsequently retried (and QC'ed).
- **Retry media creation for volumes marked ... [e.g., Retry media creation for volumes marked Failed] -** to continue media creation with the volumes that are marked as indicated (e.g., **Failed**) in the **Volume List**. The request is not reset; the OMS tries to recreate the selected volumes.
- **Retry QC for volumes marked ... [e.g., Retry QC for volumes marked Failed]** - to retry QC for the volumes that are marked as indicated in the **Volume List**. This is useful in cases where a QC error was recorded in the database but it is suspected that the volume creation was actually successful or where it is desirable to verify that a volume is truly corrupt.

NOTE: There are **Apply** and **reset** buttons at the bottom of the **PMD Open Intervention Detail** page. The **reset** button does not cancel any changes made to the request. It simply resets the form buttons for the **Request Level Disposition** section to their original states.

24 Click on the **Apply** button.

- A **Close Confirmation** page (Figure 27) is displayed.
  - The **Close Confirmation** page displays the actions to be taken; for example, the following types of actions may be listed:
    - **Disposition** [e.g., Keep on hold, Fail this Distribution Request].
  - If it was necessary to fail a request or granule(s) within a request, or modify the granules in a request, the **Close Confirmation** page includes options for either appending additional text to the default e-mail message to be sent to the requester or choosing not to send an e-mail message to the requester.
    - An **Additional e-mail text** text box for appending text (if desired) to the standard e-mail text is displayed on the **Close Confirmation** page.
    - A **Don't send e-mail** box to suppress the sending of an e-mail message is displayed on the **Close Confirmation** page.

25 If the intervention involved failing a request or granule(s) within a request, or modifying the granules in a request, and additional text is to be appended to the corresponding standard e-mail text, type the appropriate text in the **Additional e-mail text** text box on the **Close Confirmation** page.

26 If the intervention involved failing a request or granule(s) within a request, or modifying the granules in a request, and no e-mail message is to be sent, click on the **Don't send e-mail** box on the **Close Confirmation** page to suppress the sending of an e-mail message indicating request/granule failure.

- Unless the **Don't send e-mail** box is checked, an e-mail message indicating request/granule failure will be sent to the requester.

27 Click on the appropriate button from the following selections:

- **OK** - to apply the specified intervention actions (if any) and dismiss the **Close Confirmation** page.
  - The **Close Confirmation** page is dismissed.
  - An **Intervention Closed** page (Figure 30) is displayed
- **Cancel** - to dismiss the **Close Confirmation** page without applying the specified intervention actions.
  - The **Close Confirmation** page is dismissed.
  - A warning dialogue box (Figure 31) is displayed with the message "WARNING: The disposition and actions you have taken for this intervention will be lost. Continue?"

28 If a warning dialogue box is displayed with the message "WARNING: The disposition and actions you have taken for this intervention will be lost. Continue?" click on the appropriate button from the following selections:

- **OK** - to dismiss the warning dialogue box and the **Close Confirmation** page and return to the **PMD Open Intervention Detail** page (Figure 74).
- **Cancel** – to dismiss the warning dialogue box and return to the **Close Confirmation** page (Figure 27).

29 To exit from the **Intervention Closed** page (Figure 30), click on the **OK** button.

- The **Intervention Closed** page (Figure 30) is dismissed.
- The **Open Physical Media Interventions** page (Figure 73) is displayed.

30 To start the process of logging out (if applicable) click on the **Log Out** link in the navigation frame of the **OM GUI**.

- A log-out dialogue box containing the message "Are you sure you want to log out? This will close your browser." is displayed.

31 To complete the process of logging out (when applicable) click on the appropriate button from the following selections:

- **OK** - to dismiss the dialogue box and complete the log-out.
  - The dialogue box is dismissed.
  - The Netscape browser is dismissed.
- **Cancel** - to dismiss the dialogue box without logging out.
  - The dialogue box is dismissed.
  - The **OM GUI** is displayed.

Checking/Modifying PMD Device Configuration

For Synergy V, the **OM GUI** displays the configuration of devices used in physical media creation. Additional devices can be "added." The **PMD Device Configuration** page (Figure 76) displays the following types of information on all the currently configured devices:

- The given device label.
- The media type associated with the device.
- The "Free" or "Busy" status of the device.
  - A tape device (8MM or DLT) is considered "Busy" if it is occupied by a PMD request.
  - A tape device is considered "Free" if there is no Request allocated to it.
  - A Rimage device is only considered "Busy" if it has reached 100% of its Job Allocation; otherwise, a Rimage device is always "Free."
- The device's On-Line status ("off-line" or "on-line").
  - If the device is off-line, the reason is displayed in the "Off-Line" reason column.

In addition, the **PMD Device Configuration** page (Figure 76) gives the operator a quick visual indicator of the load for each Rimage device (i.e., each drive for creating CD or DVD media). It calculates the device's current load and shows the percentage based on the maximum number of jobs that device has been configured to handle. This is based on the **Job Limit** parameter.

The procedure for checking/modifying PMD device configuration information on the **OM GUI** starts with the following assumptions:

- All applicable servers are currently running.

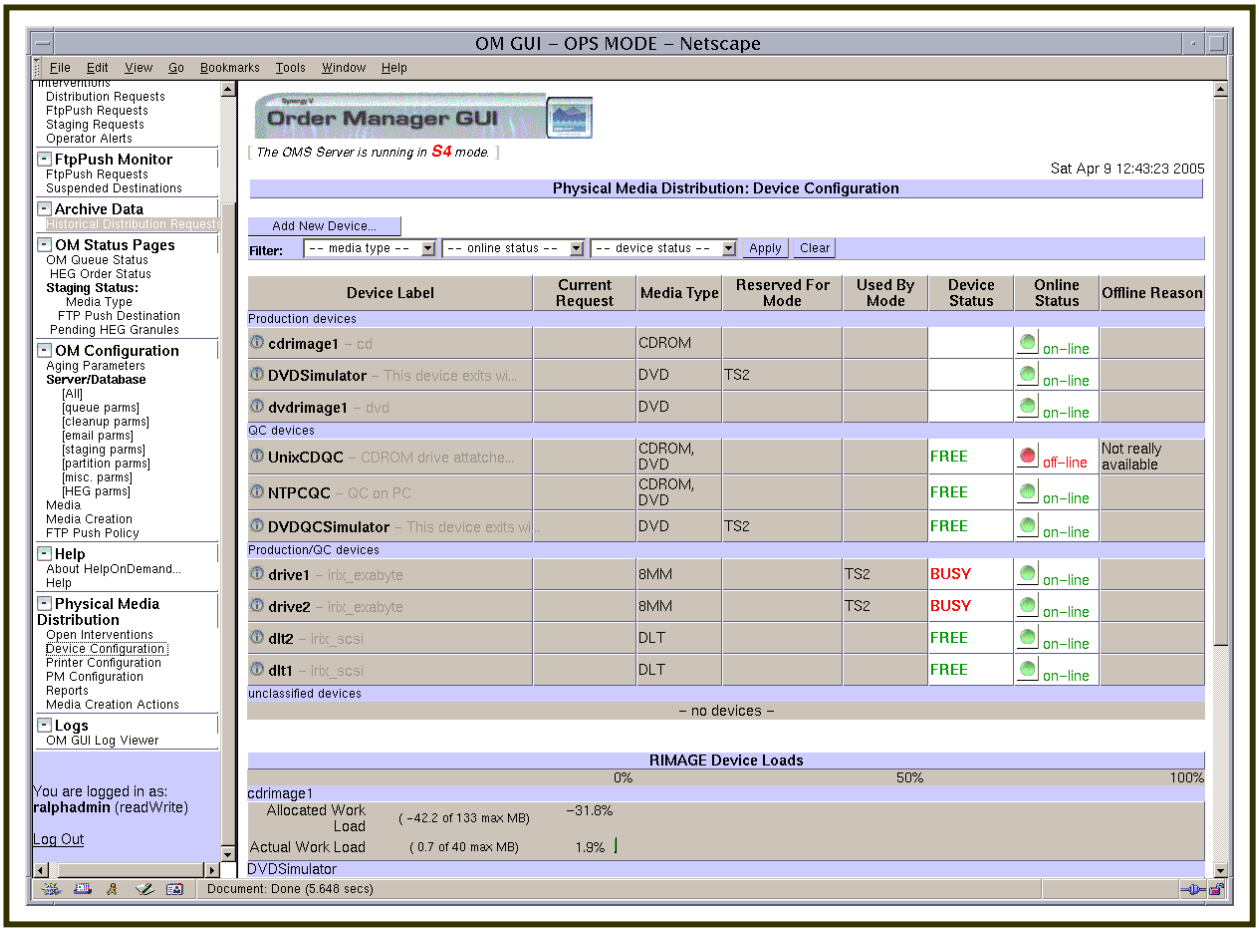

Figure 76. PMD Device Configuration Page

- The **OM GUI** has been launched [e.g., as described in the procedure for **Launching the Order Manager GUI** (preceding section of this lesson)].

Checking/Modifying PMD Device Configuration

1 If it has not been expanded already, click on the **Physical Media Distribution** link in the navigation frame of the **OM GUI**.

- The **Physical Media Distribution** menu is expanded.

2 Click on the **Device Configuration** link in the navigation frame of the **OM GUI**.

- The **PMD Device Configuration** page (Figure 76) is displayed.

- The **Filter** area of the **PMD Device Configuration** page provides a means of filtering the device configurations shown on the page by media type, online status and/or device status.
  - If the desired configuration information is not listed in the device configuration table of the **PMD Device Configuration** page, perform the procedure for **Filtering Data Displayed on the PMD Device Configuration Page** (subsequent section of this lesson).
- The device configuration table has the following columns:
  - **Device Label.**
  - **Current Request.**
  - **Media Type.**
  - **Reserved for Mode.**
  - **Used by Mode.**
  - **Device Status.**
  - **Online Status.**
  - **Offline Reason.**
- The **Rimage Device Loads** area of the **PMD Device Configuration** page shows the following types of information for each Rimage device:
  - **Allocated Work Load** (displays percentage based on the maximum number of jobs that device has been configured to handle and provides a corresponding bar graph).
  - **Actual Work Load** (displays percentage based on the maximum number of jobs that device has been configured to handle and provides a corresponding bar graph).

3 Observe information displayed in the device configuration table of the **PMD Device Configuration** page.

- If **AutoRefresh** is **ON**, the **PMD Device Configuration** page refreshes automatically as often as specified in the **Refresh screen every *x* minutes** window.
  - If a different refresh option is preferred, perform the procedure for **Setting Refresh Options on OM GUI Pages** (previous section of this lesson).
- To manually update (refresh) the data on the screen, click on the ↻ icon in the **OM GUI** navigation frame.
- The Netscape browser **Edit → Find in Page** menu provides a means of performing a keyword search of the data currently being displayed on the screen.

4 If the desired configuration information is not listed in the device configuration table of the **PMD Device Configuration** page, perform the procedure for **Filtering Data Displayed on the PMD Device Configuration Page** (subsequent section of this lesson).

5 If request filtering was necessary, return to Step 3.

6 To change the on-line or off-line status of a device, first click on the corresponding "light" in the **Online Status** column of the device configuration table to bring up a pop-up dialogue box.

- A pop-up dialogue box for changing the on-line/off-line status of a device (Figure 77) is displayed.
- If the device is not busy and is to be taken off line, the dialogue box requests an explanation for taking the device off line.
- If the device is busy and is to be taken off line, a warning is provided. The current allocated request will be completed, after that the device will be taken off line.

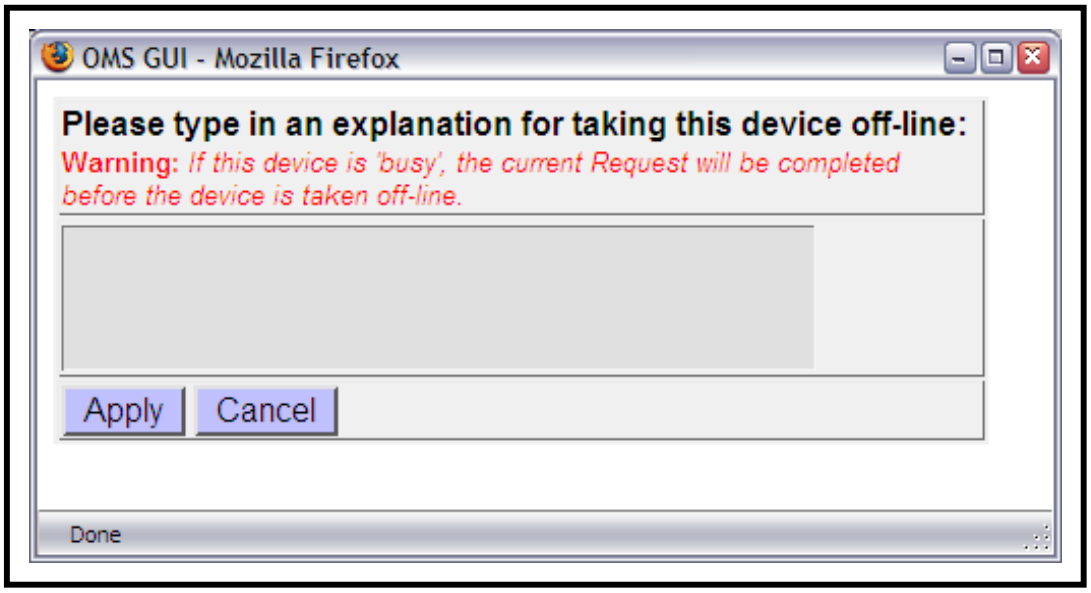

Figure 77. Pop-Up Dialogue Box for Changing the On-Line/Off-Line Status of a Device

7 If necessary for continuing the process of changing the on-line or off-line status of a device, in the text box in the dialogue box type an explanation for taking the device off line.

8 To continue the process of changing the on-line or off-line status of a device, click on the appropriate button from the following selections:

- **Apply** - to change the on-line or off-line status of the device and dismiss the dialogue box.
  - The dialogue box is dismissed.
  - The **PMD Device Configuration** page is displayed.
  - A status of either "Off-Line PENDING" or "On-Line PENDING" is shown on the **PMD Device Configuration** page.
    - Because on-line/off-line status of the device is done logically and not physically (i.e., it is only marked as virtually on line or off line in the OMS database), there is some latency involved in changing the device's real status.
    - When the OMS Server picks up the status from the database, it is updated to "Off-Line" or "On-Line" (as the case may be).
- **Cancel** - to dismiss the dialogue box without changing the on-line or off-line status of the device.
  - The dialogue box is dismissed.
  - The **PMD Device Configuration** page is displayed.

9 To start the process of adding a new device to the configuration click on the **Add New Device** button near the top of the **PMD Device Configuration** page.

- An **Add New Device** page (Figure 78) is displayed.

10 To continue the process of adding a new device to the configuration click on the option button associated with the **Device Purpose** box to display a menu of purposes (i.e., **Production**, **QC**, or **Production and QC**) then click on the desired selection.

- If **Production** was selected, the **Add New Device** page displays **Device Type** radio buttons (as shown in Figure 79).
- If **QC** or **Production and QC** was selected, the corresponding **Device Details** page (Figure 80 or Figure 81) is displayed.

11 To continue the process of adding a new device to the configuration if the device is going to be used for production (only), click on the appropriate radio button (i.e., **Rimage** or **Tape**).

- The corresponding **Device Details** page (Figure 82 or Figure 83) is displayed.

12 To continue the process of adding a new device to the configuration click on the appropriate **Media Type** radio button from the choices listed.

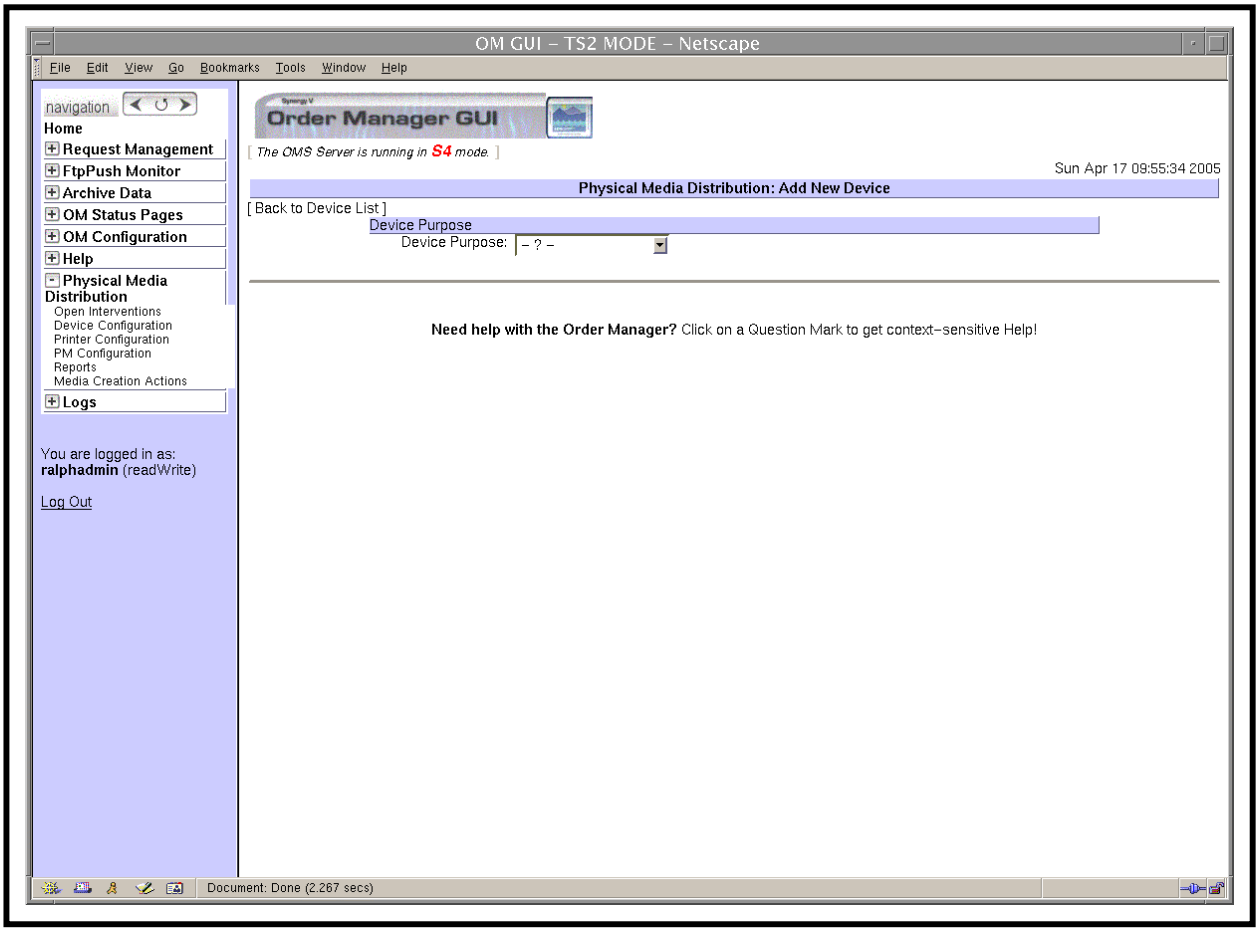

Figure 78. Add New Device Page

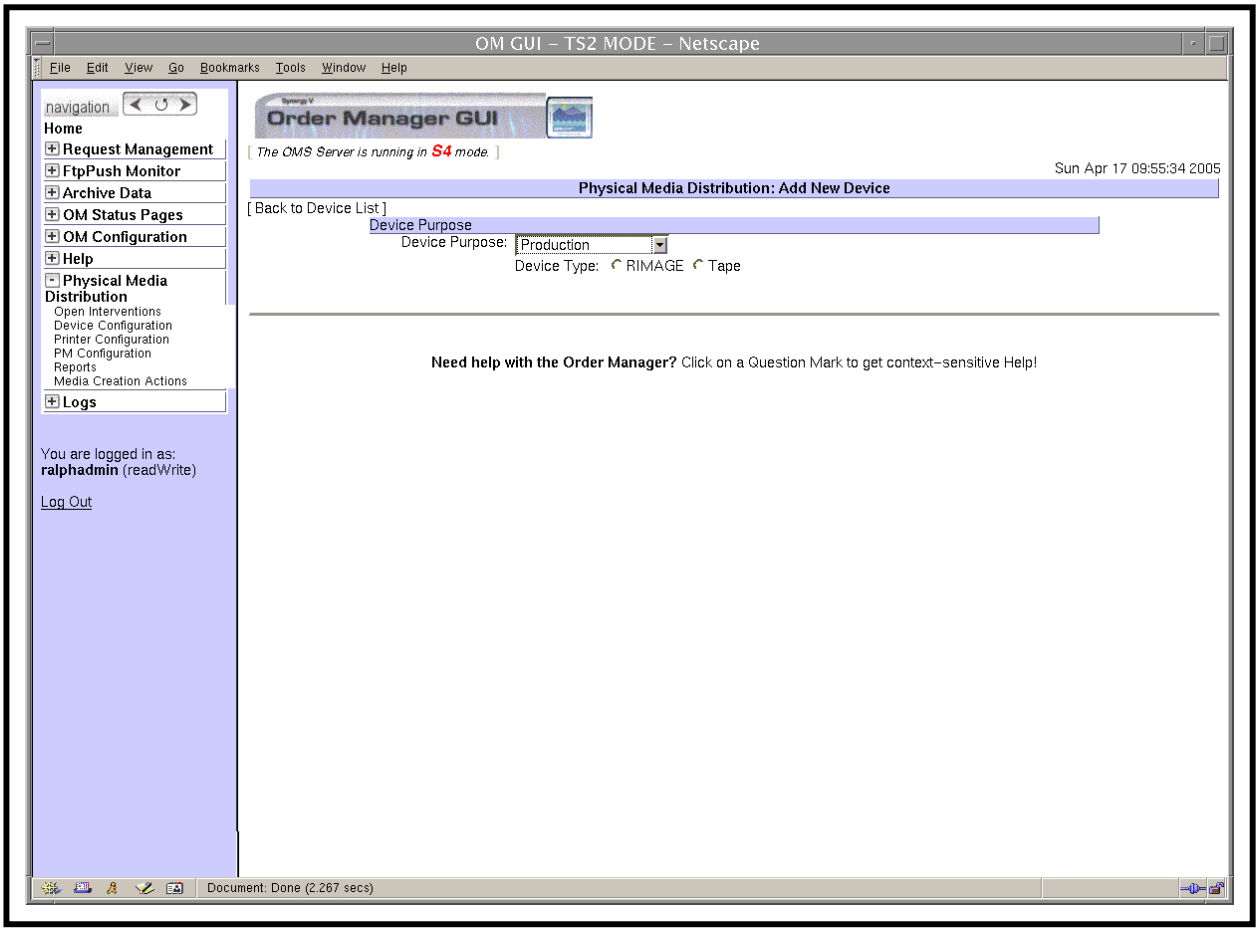

Figure 79. Add New Device Page with Device Type Radio Buttons

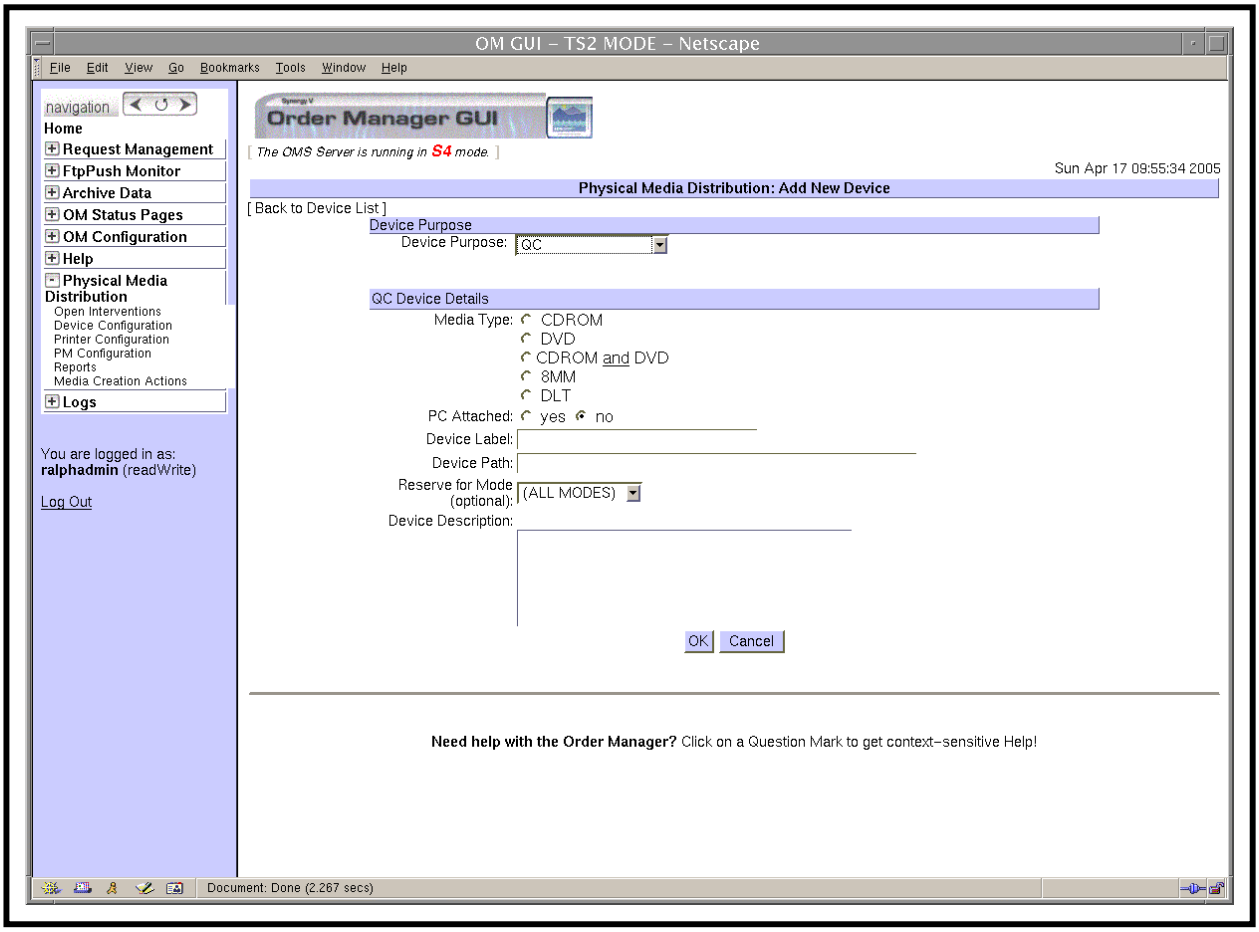

Figure 80. Add New Device Page - QC

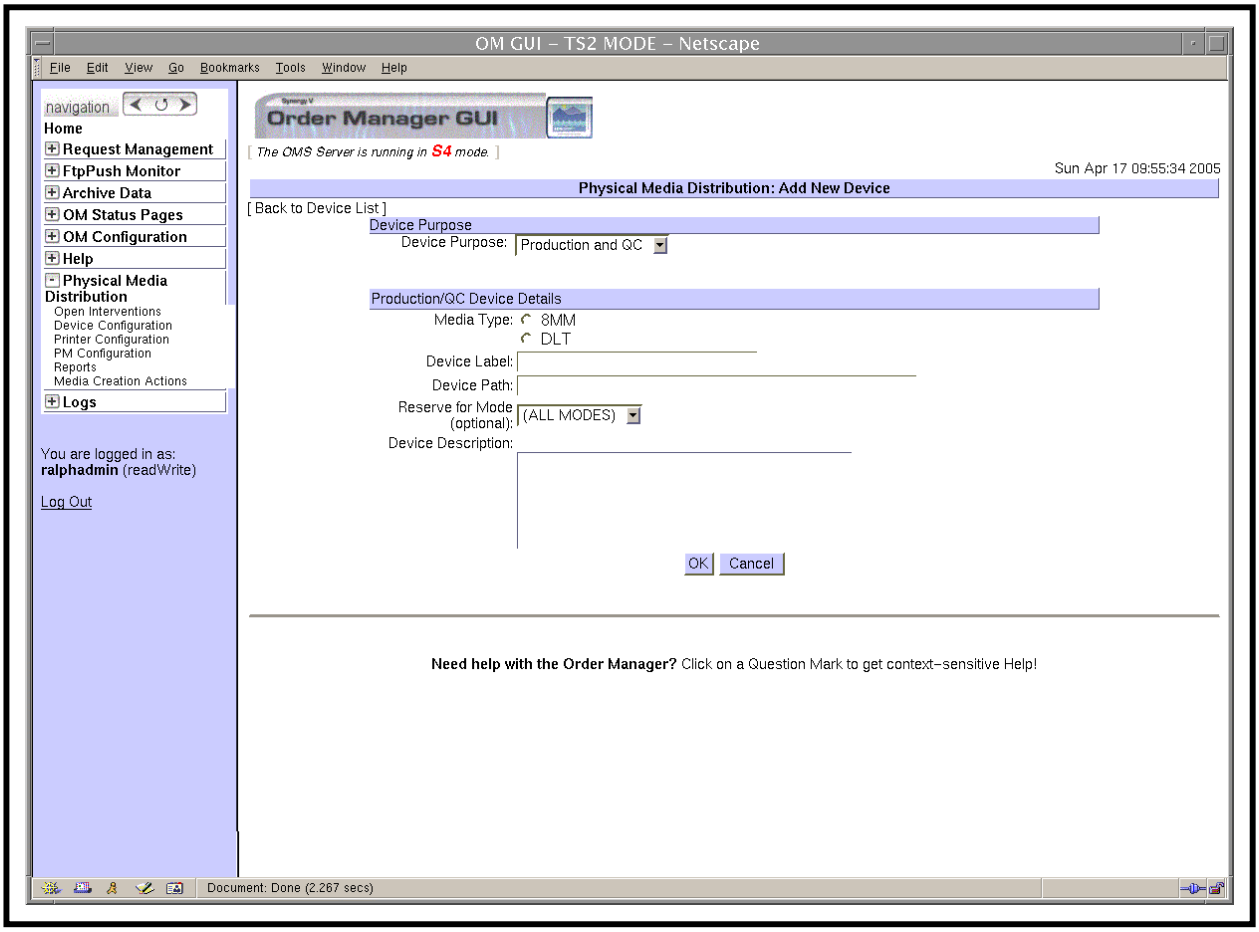

Figure 81. Add New Device Page – Production and QC

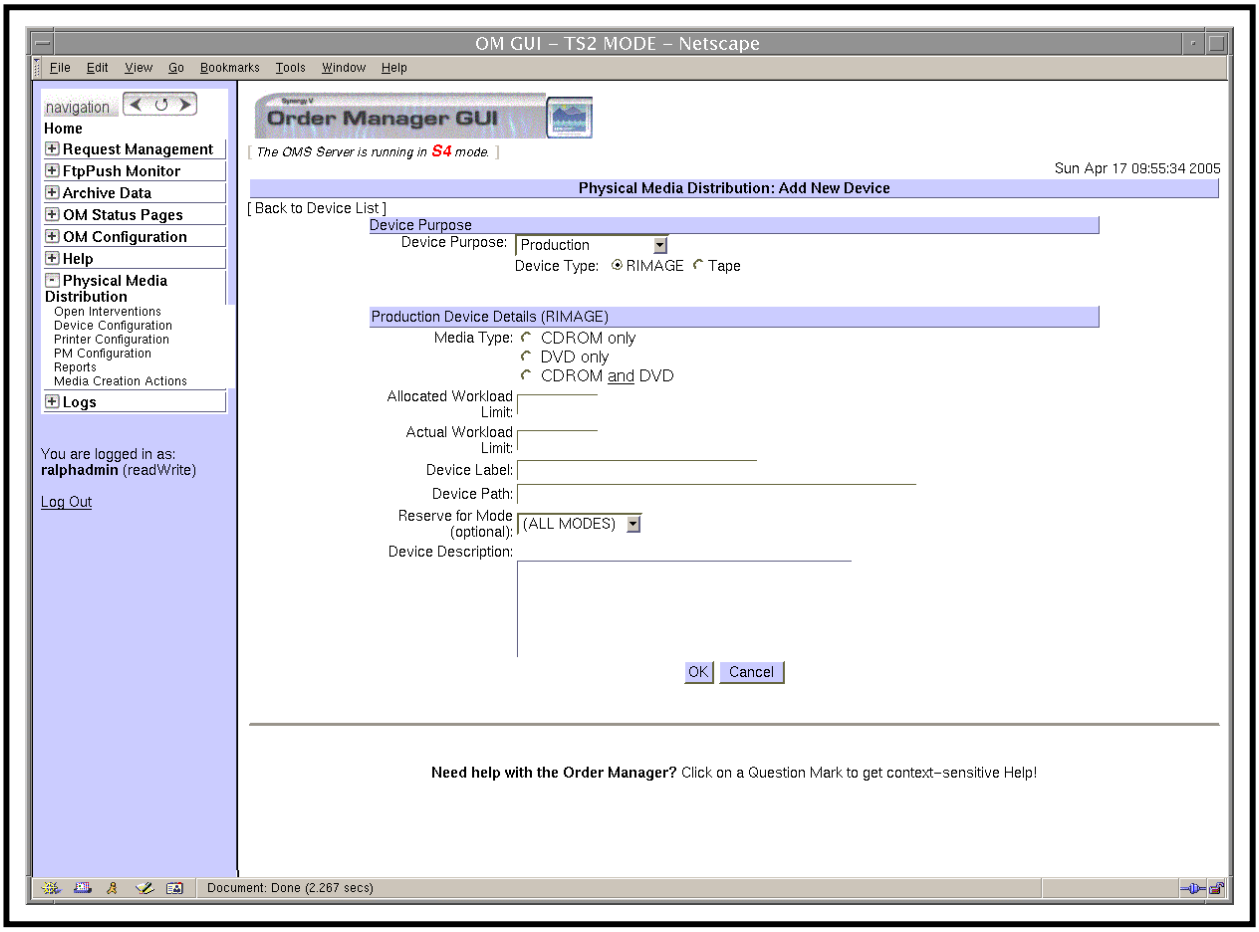

Figure 82. Add New Device Page – Production (Rimage)

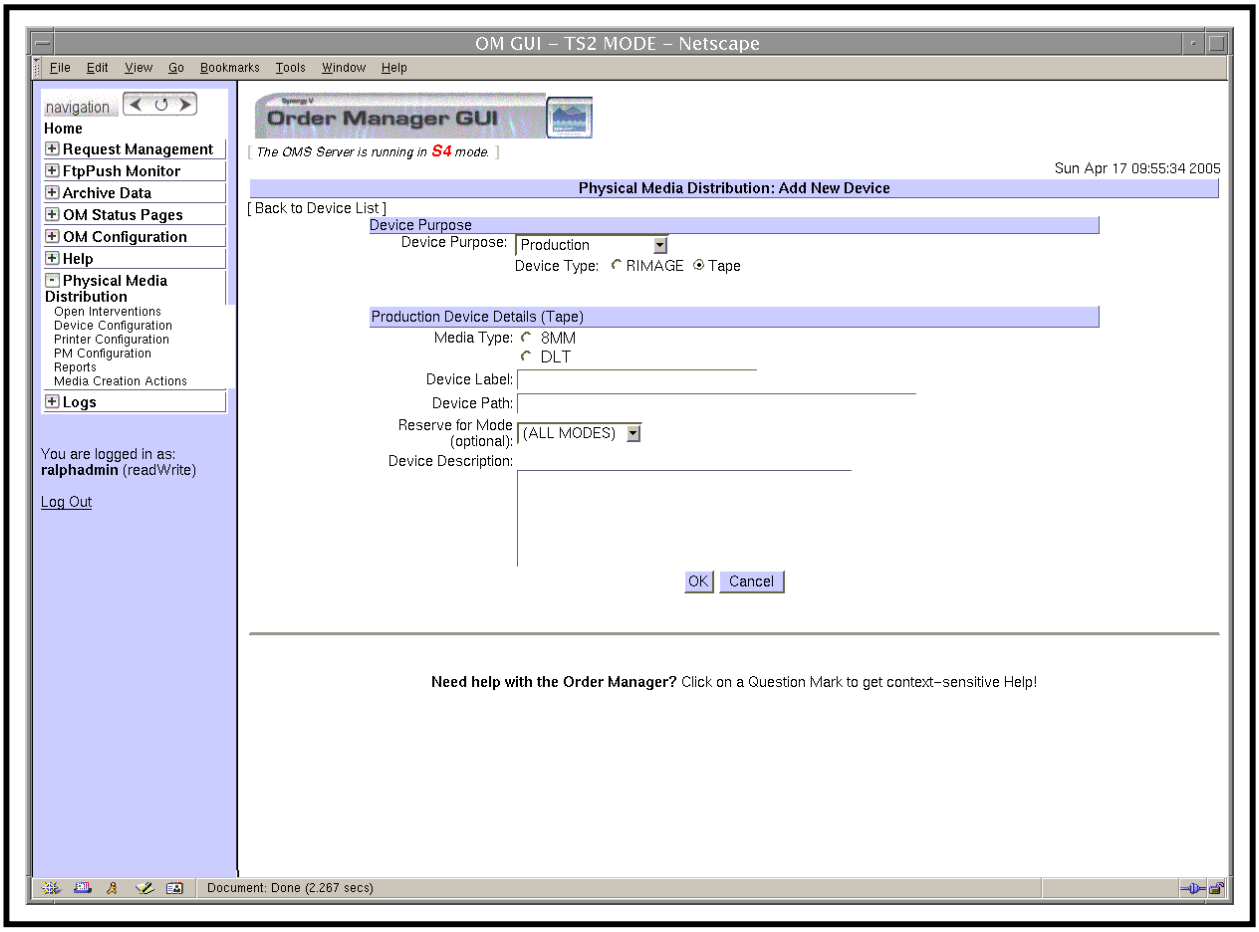

Figure 83. Add New Device Page – Production (Tape)

13 To continue the process of adding a new device to the configuration if the device is going to be used for QC (only), click on the appropriate **PC Attached** radio button (i.e., **yes** or **no**).

14 To continue the process of adding a new device to the configuration type the appropriate text in the corresponding text boxes (as applicable):

- **Allocated Workload Limit** (applicable to Rimage production only).
- **Actual Workload Limit** (applicable to Rimage production only).
- **Device Label.**
- **Device Path.**
- **Device Description.**

15 To continue the process of adding a new device to the configuration if the device is to be reserved for use by a particular system mode only, click on the option button associated with the **Reserve for Mode (optional)** box to display a menu of modes then click on the desired selection.

- **ALL MODES** is the default.

16 To conclude the process of adding a device to the configuration click on the appropriate button from the following selections:

- **OK** - to add the specified device.
  - The **Add New Device** page is dismissed.
  - The **PMD Device Configuration** page is displayed.
    - The newly added device is shown on the **PMD Device Configuration** page.
- **Cancel** - to cancel the process of adding the specified device.
  - The **Add New Device** page is dismissed.
  - An "Are you sure want [sic] to cancel?" dialogue box is displayed; click on **OK** to cancel the new device and go to the **PMD Device Configuration** page; click on **Cancel** to return to the **Add New Device** page.

17 To add additional devices to the configuration repeat Steps 9 through 16 as necessary.

18 To start the process of logging out (if applicable) click on the **Log Out** link in the navigation frame of the **OM GUI**.

- A log-out dialogue box containing the message "Are you sure you want to log out? This will close your browser." is displayed.

19 To complete the process of logging out (when applicable) click on the appropriate button from the following selections:

- **OK** - to dismiss the dialogue box and complete the log-out.
  - The dialogue box is dismissed.
  - The Netscape browser is dismissed.
- **Cancel** - to dismiss the dialogue box without logging out.
  - The dialogue box is dismissed.
  - The **OM GUI** is displayed.

Filtering Data Displayed on the PMD Device Configuration Page

Features at the top of the **PMD Device Configuration** page provide the Distribution Technician (whether full-capability or limited capability operator) with a means of filtering data displayed on the **PMD Device Configuration** page.

The procedure for filtering data displayed on the **PMD Device Configuration** page starts with the following assumptions:

- All applicable servers are currently running.
- The **OM GUI** has been launched [e.g., as described in the procedure for **Launching the Order Manager GUI** (preceding section of this lesson)].
- The **PMD Device Configuration** page (Figure 76) is being displayed.

Filtering Data Displayed on the PMD Device Configuration Page

---

1 If the device configuration table needs to be filtered to show devices of one particular type of physical distribution medium only (e.g., CDROM, DVD, DLT or 8MM), click on the **media type** option button to display a menu of media types then click on the desired selection.

- Selected type of physical distribution medium is displayed in the media type box.
- Filtering by media type may be combined with filtering by online status (refer to Step 2) and/or device status (refer to Step 3).
- If no "online status" filtering criterion is going to be selected, go to Step 3.
- If neither an "online status" nor a "device status" filtering criterion is going to be selected, go to Step 4.

2 If the device configuration table needs to be filtered to show devices with a particular online status only (i.e., on-line or off-line), click on the **online status** option button to display a menu of online statuses then click on the desired selection.

- Selected online status is displayed in the online status box.
- If no "device status" filtering criterion is going to be selected, go to Step 4.

3 If the device configuration table needs to be filtered to show devices with a particular device status only (i.e., FREE or BUSY), click on the **device status** option button to display a menu of device statuses then click on the desired selection.

- Selected device status is displayed in the device status box.

4 When the relevant filtering criteria have been selected (as described in Steps 1 through 3), click on the appropriate button from the following selections:

- **Apply** - to apply the specified filtering criteria.
  - The **PMD Device Configuration** page refreshes.
  - Only requests that meet the specified filter criteria appear in the device configuration table on the **PMD Device Configuration** page.
- **Clear**- to clear the selected filter criteria.

5 Return to the procedure for **Checking/Modifying PMD Device Configuration**.

Checking/Modifying PMD Printer Configuration

For Synergy V, the **OM GUI** handles the configuration of printers used in physical media creation. The printer configurations can be "edited." The **PMD Printer Configuration** page (Figure 84) displays the following types of information on all the currently configured printers:

- Printer name.
- Type of printer [function(s) the printer supports in physical media distribution].
- Network info (as applicable).
- Status of the printer.
- Printer options.

The procedure for checking/modifying PMD printer configuration information on the **OM GUI** starts with the following assumptions:

- All applicable servers are currently running.
- The **OM GUI** has been launched [e.g., as described in the procedure for **Launching the Order Manager GUI** (preceding section of this lesson)].

Checking/Modifying PMD Printer Configuration

---

1 If it has not been expanded already, click on the **Physical Media Distribution** link in the navigation frame of the **OM GUI**.

- The **Physical Media Distribution** menu is expanded.

2 Click on the **Printer Configuration** link in the navigation frame of the **OM GUI**.

- The **PMD Printer Configuration** page (Figure 84) is displayed.

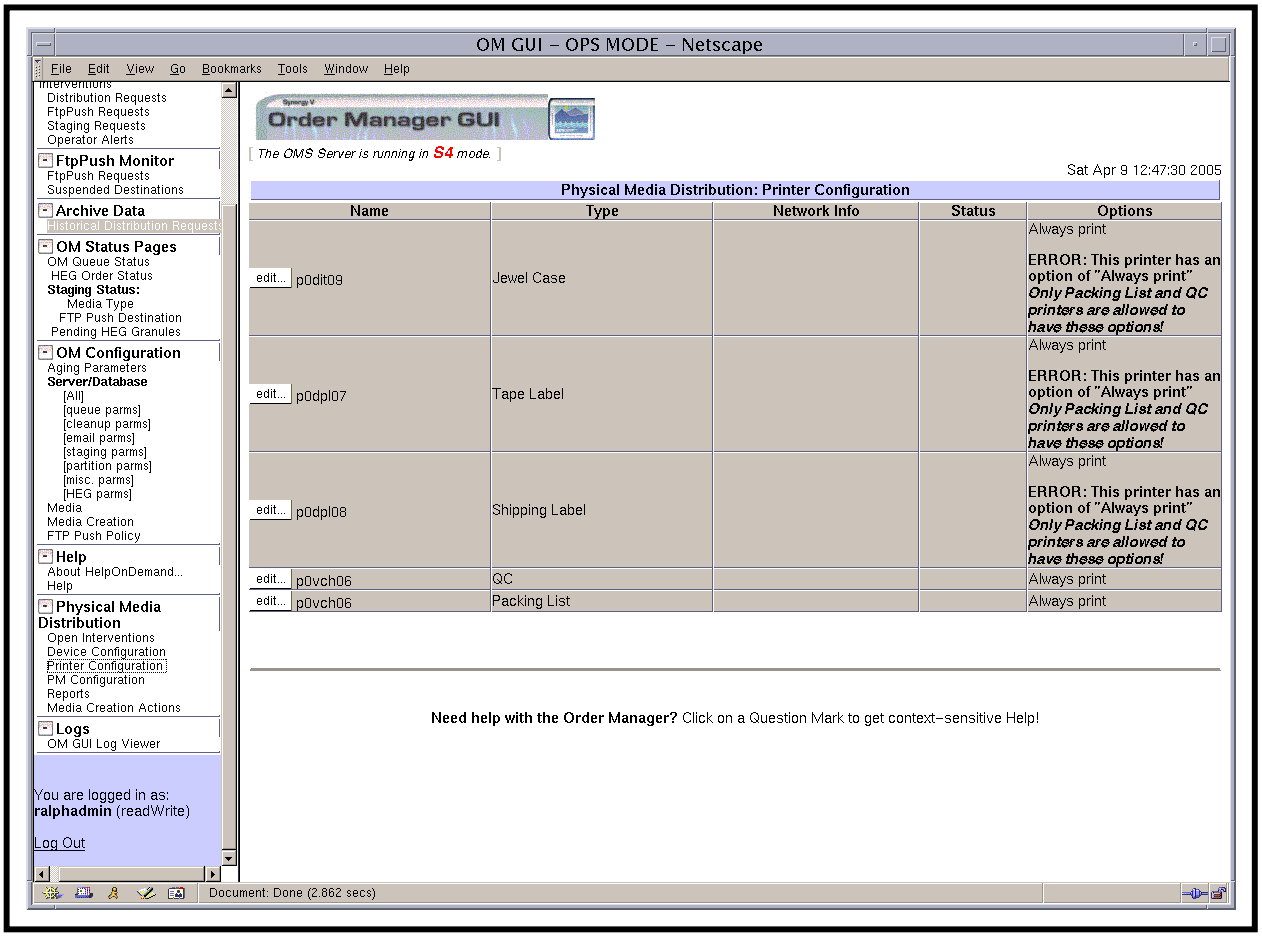

Figure 84. PMD Printer Configuration Page

- The **Printer Configuration** table has the following columns:
  - **Name.**
  - **Type** [function(s) the printer supports in physical media distribution].
  - **Network info** (as applicable).
  - **Status.**
  - **Options.**

3 Observe information displayed in the **Printer Configuration** table.

4 To change a printer's configuration first click on the **edit…** button next to the printer name to bring up a **PMD Printer Configuration** page with an **Edit parameters** area for the specified printer (Figure 85).

- A **PMD Printer Configuration** page with an **Edit parameters** area for the specified printer (Figure 85) is displayed.

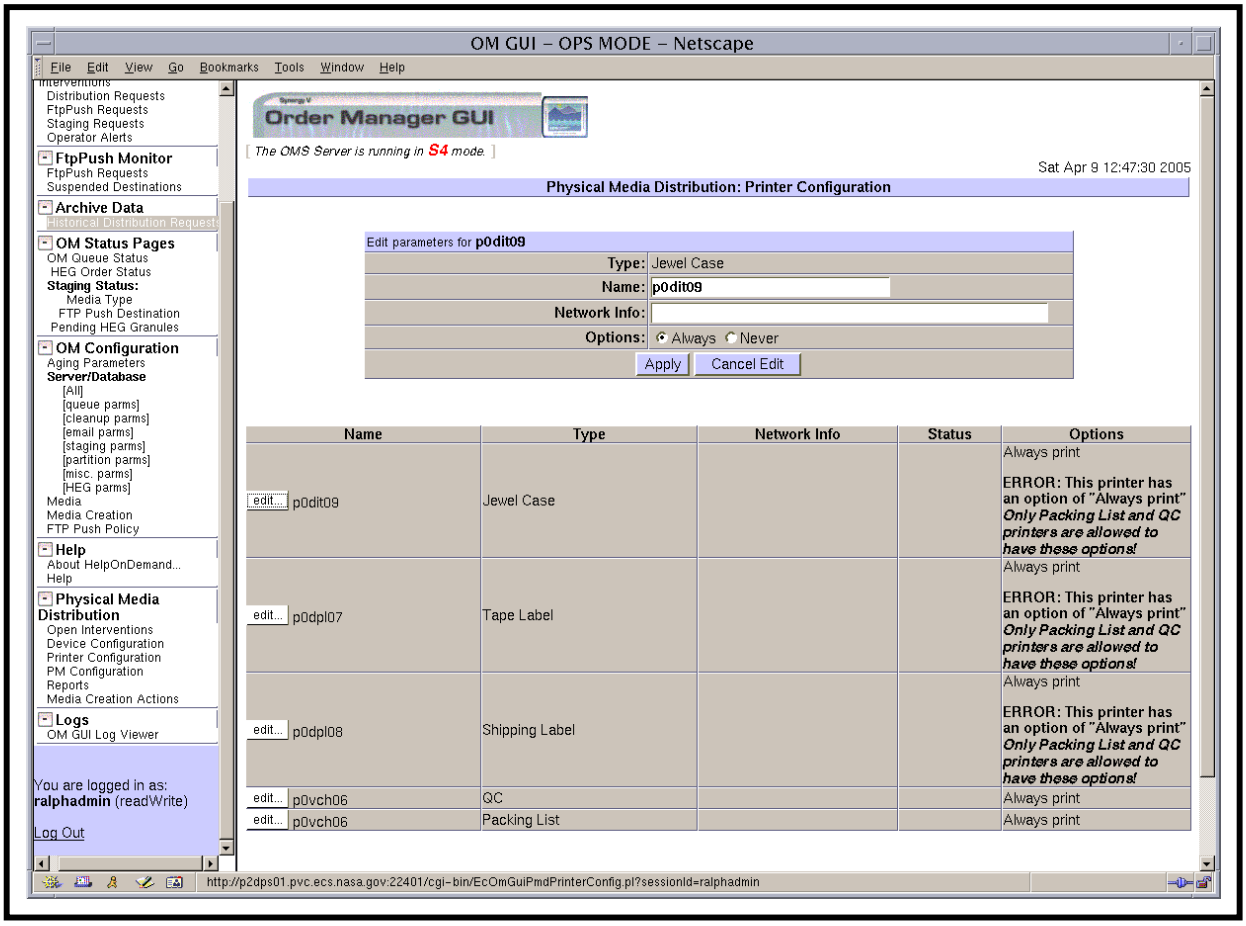

Figure 85. PMD Printer Configuration Page with Edit Parameters Area

5 Observe information displayed on the **PMD Printer Configuration** page with **Edit parameters** area for the selected printer (Figure 85).

- The following items are displayed in the **Edit parameters** area for the selected printer:
  - **Type.**
  - **Name.**
  - **Network Info.**
  - **Options.**
- Clicking on the ← icon in the **OM GUI** navigation frame causes the **PMD Printer Configuration** page to be redisplayed.

6 To change the value assigned to either of the following parameters first type the appropriate text in the corresponding text box:

- **Name.**
- **Network Info.**
  - Changes to any of the preceding parameter values are not effective until they have been implemented using the **Apply** button (Step 8).

7 To change the "**Options**" first click on the appropriate radio button from the following selections:

- **Always** (print).
- **Never** (print).

8 To implement printer configuration parameter changes click on the appropriate button from the following selections:

- **Apply** - to implement printer configuration parameter changes related to name, network info, and/or options.
  - The **PMD Printer Configuration** page with **Edit parameters** area (Figure 85) is dismissed.
  - The **PMD Printer Configuration** page (Figure 84) is displayed.
- **Cancel Edit** - to cancel implementation of configuration parameter changes related to name, network info, and/or options.
  - The **PMD Printer Configuration** page with **Edit parameters** area (Figure 85) is dismissed.
  - The **PMD Printer Configuration** page (Figure 84) is displayed.

9 To edit the configuration parameters of another printer (if applicable) return to Step 4.

10 To start the process of logging out (if applicable) click on the **Log Out** link in the navigation frame of the **OM GUI**.

- A log-out dialogue box containing the message "Are you sure you want to log out? This will close your browser." is displayed.

11 To complete the process of logging out (when applicable) click on the appropriate button from the following selections:

- **OK** - to dismiss the dialogue box and complete the log-out.
  - The dialogue box is dismissed.
  - The Netscape browser is dismissed.

- **Cancel** - to dismiss the dialogue box without logging out.
  - The dialogue box is dismissed.
  - The **OM GUI** is displayed.

Checking/Modifying PMD Production Module Configuration

For Synergy V, the **OM GUI** handles the configuration of production modules used in physical media creation. Production modules can be "added" and production module parameter values can be "edited." The **PMD Production Module Configuration** page (Figure 86) displays the following types of information on all the currently configured production modules:

- Name.
- Date/time created.
- Date/time last updated.
- Path to image files.
- Path to text files.
- Name of the executable.
- Whether or not the production module is the default module.

The procedure for checking/modifying PMD production module configuration information on the **OM GUI** starts with the following assumptions:

- All applicable servers are currently running.
- The **OM GUI** has been launched [e.g., as described in the procedure for **Launching the Order Manager GUI** (preceding section of this lesson)].

Checking/Modifying PMD Production Module Configuration

---

1 If it has not been expanded already, click on the **Physical Media Distribution** link in the navigation frame of the **OM GUI**.

- The **Physical Media Distribution** menu is expanded.

2 Click on the **PM Configuration** link in the navigation frame of the **OM GUI**.

- The **PMD Production Module Configuration** page (Figure 86) is displayed.
- Each production module is listed in a separate table that has the following columns:
  - **Name.**
  - **Created** (date/time).

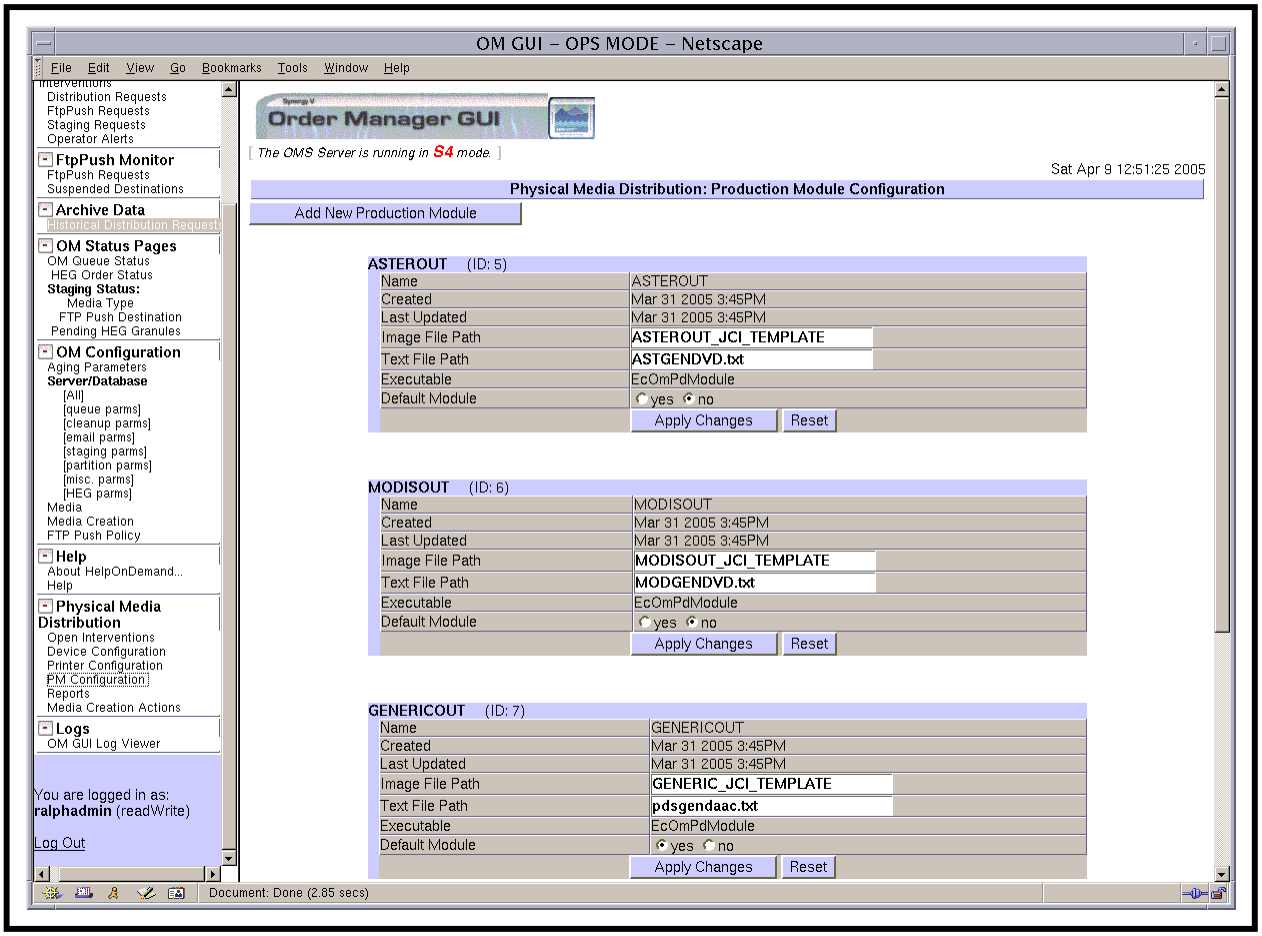

Figure 86. PMD Production Module Configuration Page

- **Last Updated** (date/time).
- **Image File Path.**
- **Text File Path.**
- **Executable.**
- **Default Module** (yes/no).

3 Observe information displayed in the production module tables of the **PMD Production Module Configuration** page.

- To manually update (refresh) the data on the screen, click on the ↻ icon in the **OM GUI** navigation frame.
- The Netscape browser **Edit → Find in Page** menu provides a means of performing a keyword search of the data currently being displayed on the screen.

4 To modify the values assigned to parameters for a particular production module first type the appropriate information in the corresponding text box(es) of the table for the production module on the **PMD Production Module Configuration** page.

- Values for the following three parameters can be changed:
  - **Image File Path** (type the desired value in the corresponding text box if applicable).
  - **Text File Path** (type the desired value in the corresponding text box if applicable).
- Modifications to production module parameter values are not implemented until the **Apply Changes** button for the production module has been activated.

5 To designate whether or not a production module is the default production module click on the appropriate button from the following selections:

- **yes** - to designate a production module as the default module.
- **no** - to designate a production module as not being the default module.

6 Repeat Steps 4 and 5 as necessary to identify parameter values to be modified for other production modules.

7 If modified parameter values for a particular production module have been entered in the table for the production module on the **PMD Production Module Configuration** page, click on the appropriate button from the following selections:

- **Apply Changes** - to implement the specified modifications to production module parameter values.
  - The modified value(s) for the particular production module is/are implemented.
- **Reset** - to reset the parameter values for the production module to the original values.
  - The modified value(s) for the particular production module is/are not implemented.

NOTE: The process of adding a new production module to the PMD configuration assumes that the production module has been properly installed already.

8 To add a new production module first click on the **Add New Production Module** button on the **PMD Production Module Configuration** page.

- An **Add New Production Module** table is displayed on the **PMD Production Module Configuration** page (Figure 87).

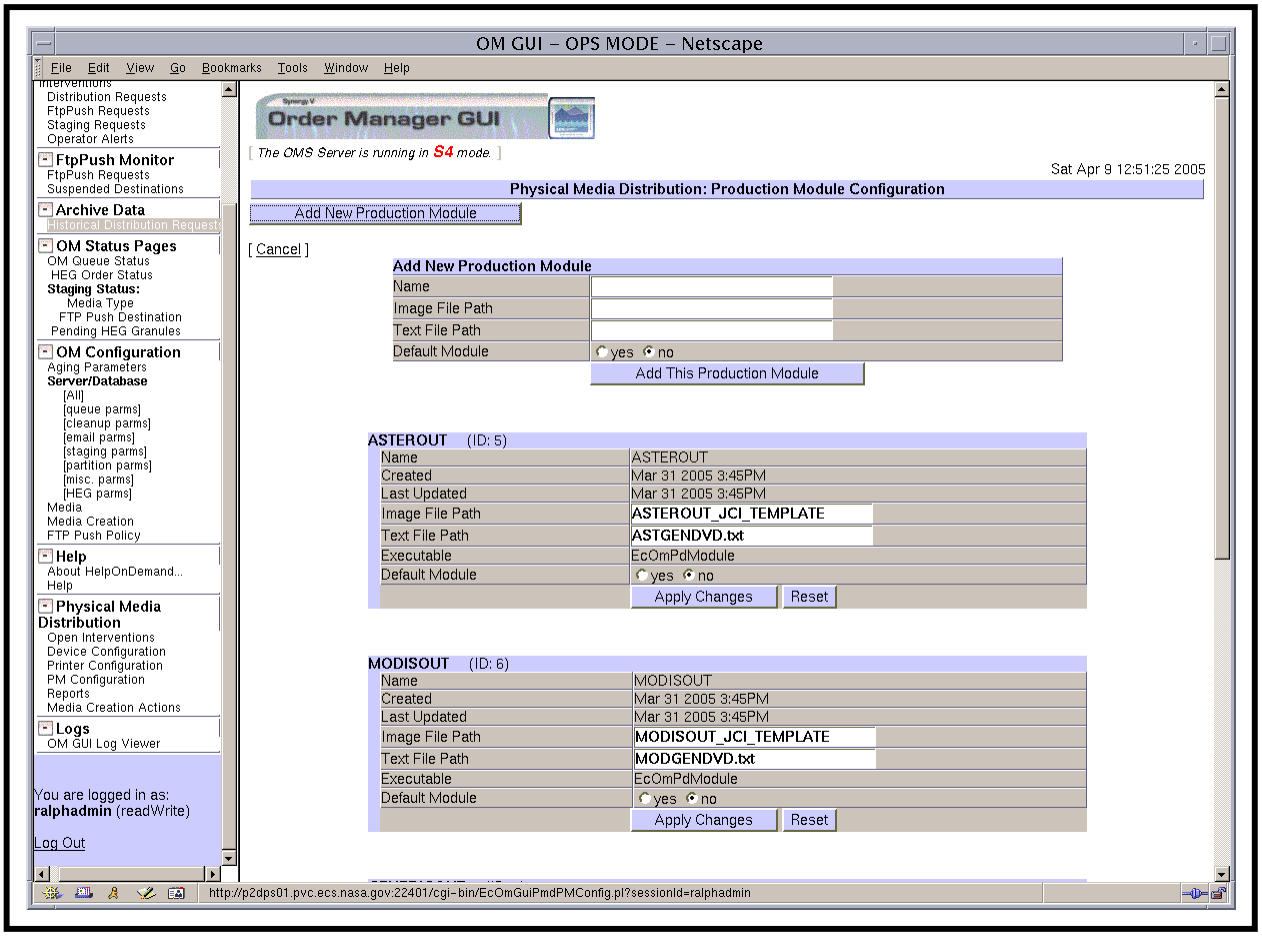

Figure 87. Add New Production Module Table (PMD Production Module Configuration Page)

9 To continue the process of adding a new production module type the appropriate information in the text boxes of the **Add New Production Module** table on the **PMD Production Module Configuration** page.

- Enter values for the following three parameters:
  - **Name.**
  - **Image File Path.**
  - **Text File Path.**

10 To designate whether or not a production module being added to the configuration is the default module click on the appropriate button from the following selections in the **Add New Production Module** table:

- **yes** - to designate a production module as the default module.
- **no** - to designate a production module as not being the default module.

11 To conclude the process of adding a new production module click on the appropriate button or link from the following selections:

- **Add This Production Module** button - to add the new production module to the PMD configuration.
  - The **Add New Production Module** table on the **PMD Production Module Configuration** page (Figure 87) is dismissed.
  - The **PMD Production Module Configuration** page (Figure 86) is displayed.
- **Cancel** link - to abort the process of adding a new production module to the PMD configuration.
  - The **Add New Production Module** table on the **PMD Production Module Configuration** page (Figure 87) is dismissed.
  - The **PMD Production Module Configuration** page (Figure 86) is displayed.

12 Repeat Steps 8 through 11 as necessary to add new production modules to the PMD configuration.

13 To start the process of logging out (if applicable) click on the **Log Out** link in the navigation frame of the **OM GUI**.

- A log-out dialogue box containing the message "Are you sure you want to log out? This will close your browser." is displayed.

14 To complete the process of logging out (when applicable) click on the appropriate button from the following selections:

- **OK** - to dismiss the dialogue box and complete the log-out.
  - The dialogue box is dismissed.
  - The Netscape browser is dismissed.
- **Cancel** - to dismiss the dialogue box without logging out.
  - The dialogue box is dismissed.
  - The **OM GUI** is displayed.

Checking PMD Reports

The **PMD Report Summary** page (Figure 88) located under the **Physical Media Distribution** menu is meant to emulate the legacy PDS functionality. The only difference is that the reports are displayed in HTML through the browser. By using the browser's built-in and convenient print function, the reports can be printed with the formatting intact.

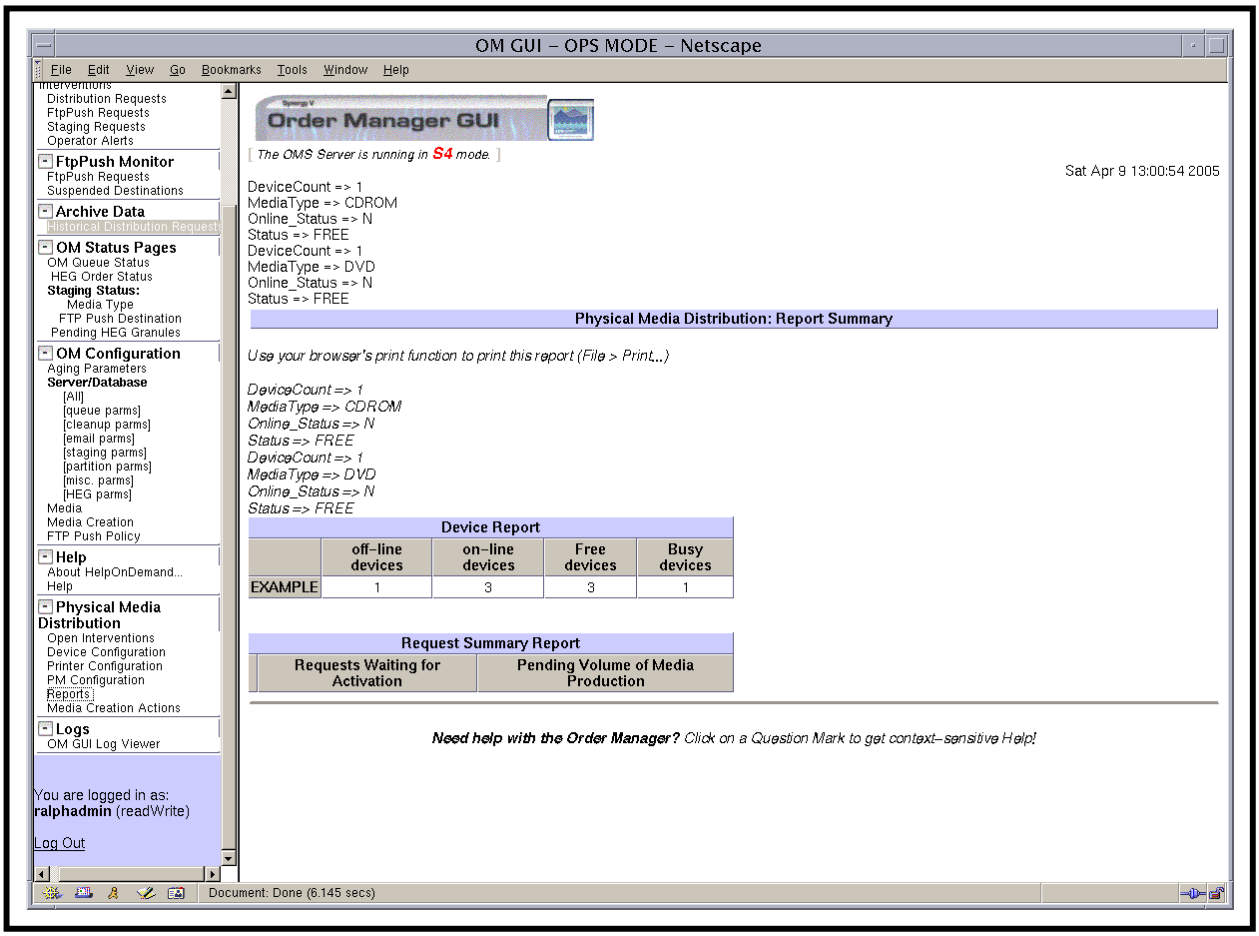

Figure 88. PMD Report Summary Page

The following types of reports are available:

- **Tape Device Report** - This shows, by media type, the summary of off-line, on-line and free/busy tape devices
- **RIMAGE Device Report** - Unlike the tape device report, this shows the number and volume (in MB) of jobs queued, since RIMAGE devices don't really become "Busy" unless their Job Limit has been reached.

- **Job Request Summary** - A quick summary of the PMD requests in their various states from waiting for a device to waiting for shipment.

The procedure for checking PMD reports on the **OM GUI** starts with the following assumptions:

- All applicable servers are currently running.
- The **OM GUI** has been launched [e.g., as described in the procedure for **Launching the Order Manager GUI** (preceding section of this lesson)].

Checking PMD Reports

---

1 If it has not been expanded already, click on the **Physical Media Distribution** link in the navigation frame of the **OM GUI**.

- The **Physical Media Distribution** menu is expanded.

2 Click on the **Reports** link in the navigation frame of the **OM GUI**.

- The **PMD Report Summary** page (Figure 88) is displayed.

3 Observe information displayed in the table on the **PMD Report Summary** page.

- **Tape Device Report** has a row for each type of tape device and columns describing the following characteristics of the tape devices:
  - **Media Type.**
  - **off-line devices.**
  - **on-line devices.**
  - **free devices.**
  - **busy devices.**
- **RIMAGE Device Report** has a row for each type of disk medium and columns describing the following characteristics of the disk media:
  - **Media Type.**
  - **Creation Jobs Queued.**
  - **Volume of Jobs Queued.**
- **Job Request Summary** has a row for each type of physical distribution medium and columns describing the following characteristics of the physical distribution media:
  - **Media Type.**
  - **Jobs waiting for devices.**
  - **Jobs Transferring.**

- **Jobs in QC.**
- **Jobs Waiting for Shipment.**

- To manually update (refresh) the data on the screen, click on the ↻ icon in the **OM GUI** navigation frame.
- The Netscape browser **Edit → Find in Page** menu provides a means of performing a keyword search of the data currently being displayed on the screen.

NOTE: To get the most up-to-date statistics, reload the page just before printing. Because the **OM GUI** has a time stamp on every page, it shows when the report was generated, giving an idea of the report's accuracy.

4 To print the PMD reports first select **File → Print** from the browser pull-down menu.

- A **Print** dialogue box is displayed.

5 To continue the process of printing the PMD reports click on the appropriate button from the following selections:

- **OK** - to dismiss the dialogue box and print the reports.
  - The dialogue box is dismissed.
  - The reports are printed.
- **Cancel** - to dismiss the dialogue box without printing the reports.
  - The dialogue box is dismissed.

6 To start the process of logging out (if applicable) click on the **Log Out** link in the navigation frame of the **OM GUI**.

- A log-out dialogue box containing the message "Are you sure you want to log out? This will close your browser." is displayed.

7 To complete the process of logging out (when applicable) click on the appropriate button from the following selections:

- **OK** - to dismiss the dialogue box and complete the log-out.
  - The dialogue box is dismissed.
  - The Netscape browser is dismissed.
- **Cancel** - to dismiss the dialogue box without logging out.
  - The dialogue box is dismissed.
  - The **OM GUI** is displayed.

Monitoring/Controlling PMD Media Creation Using the OM GUI

The **Media Creation Actions** page (Figure 89) provides the full-capability operator with a means of performing various types of media creation actions.

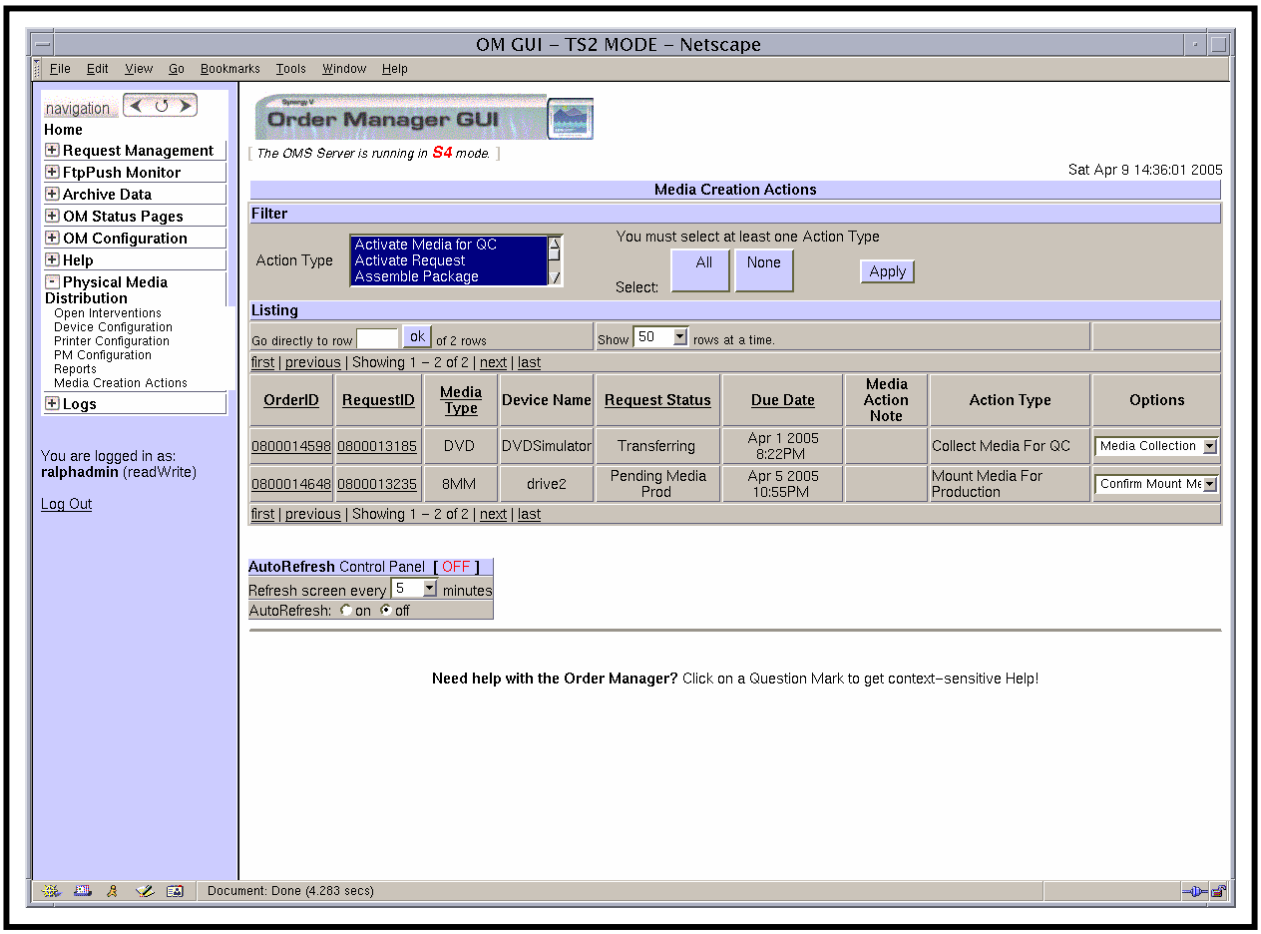

Figure 89. Media Creation Actions Page

If physical media creation for a type of physical distribution medium is dispatched manually, the operator must take action to activate each request on that type of physical distribution medium using the **Media Creation Actions** page.

The OMS production software (EcOmPdModule) runs twice during media production; i.e., once for media preparation and again for media creation. Somewhat different activities occur for disk and tape preparation and creation. The following activities occur during disk and tape preparation:

- Disk (CD/DVD) preparation.
  - HDF and metadata file are read.

  - Data is staged.
  - Summary file is created.
  - Summary file is copied.
  - Jewel case insert is created.
  - ISO image file is created.
- Tape preparation.
  - HDF and metadata file are read.
  - Data is staged.
  - Summary file is created.
  - Summary file is copied.
  - Tape label is created.

The following activities occur during disk and tape creation:

- Disk (CD/DVD) creation.
  - Merge (label data) file is created.
  - Rimage interface file is created.
  - Rimage writes data to media.
  - Jewel case insert is printed.
  - ISO image and interface file are cleaned up.
  - Staging directory is cleaned up.
- Tape creation.
  - Data is written to tape.
  - Tape label is printed.
  - Staging directory is cleaned up.

The following activities occur during disk and tape QC/verification:

- The medium is inserted in a different drive that than that used to create the disk or tape.
  - QC of disks is typically done on a QC PC.
- The operator starts QC from the **OM GUI**.
- QC compares the summary file and a “tar –tvf” of the medium.

On the **OM GUI** media creation is divided into the following "actions:"

- Activate Request.
- Mount Media for Production.
- Collect Media for QC.
- Activate Media for QC.
- Mount Media for QC.
- Assemble Package.

Entries in the **Action Type** column of the **Media Creation Actions** page indicate to the operator what general kind of action needs to be taken next. The operator can select the appropriate choice from the alternatives listed in the **Options** column.

The procedure for monitoring/controlling PMD media creation actions starts with the following assumptions:

- All applicable servers are currently running.
- The **OM GUI** has been launched [e.g., as described in the procedure for **Launching the Order Manager GUI** (preceding section of this lesson)].

Monitoring/Controlling PMD Media Creation Using the OM GUI

---

1 If it has not been expanded already, click on the **Physical Media Distribution** link in the navigation frame of the **OM GUI**.

- The **Physical Media Distribution** menu is expanded.

2 Click on the **Media Creation Actions** link in the navigation frame of the **OM GUI**.

- The **Media Creation Actions** page (Figure 89) is displayed.
- The **Filter** area of the **Media Creation Actions** page allows the operator to select the type(s) of actions to be displayed on the page. The following types of actions can be selected:
  - **Activate Media for QC.**
  - **Activate Request.**
  - **Assemble Package.**
  - **Collect Media for QC.**
  - **Mount Media for Production.**
  - **Mount Media for QC.**

- The **Listing** table has the following columns:
  - **OrderID.**
  - **RequestID.**
  - **Media Type.**
  - **Device Name**.
  - **Request Status** [status of the request. If the status is "Operator Intervention" and an OMS intervention exists, the status is a link to the Intervention Detail page for the intervention.].
  - **Due Date** [date/time the request is due to be shipped.].
  - **Media Action Note** ["Y" indicates that there is a note associated with the request. To see the note click the "Y."].
  - **Action Type** [type of action in the media creation process that OMS has queued and the operator can take.].
  - **Options** [options available to the operator in response to the queued action (in the **Action Type** column.].

3 Observe information displayed in the **Listing** table of the **Media Creation Actions** page.

- The **Show _____ rows at a time** window provides a means of selecting the maximum number of rows of data to be displayed at a time.
  - For example, if **Show _____ rows at a time** is being displayed, selecting **50** from the option button would result in the display of a page of data containing up to 50 rows of data.
- Clicking on a link (underlined word) in the column header row of the table causes table contents to be sorted on that column.
  - For example, clicking on the **Request Status** link causes the table to be organized by "Request Status," with the most recent request requiring intervention in the top row of the table.
- Clicking on a specific Order ID brings up a screen containing more detailed data concerning that particular order.
  - The **ECS Order** page (Figure 25) displays the following types of data concerning the order:
    - **Request ID(s).**
    - **Order Type.**
    - **Order Source.**
    - **Ext. RequestId.**

- **Receive Date.**
- **Last Update.**
- **Description.**
- **Start Date.**
- **User ID.**
- **Status.**
- **Ship Date.**
- **Order Home DAAC.**

- Clicking on the ← icon in the **OM GUI** navigation frame causes the **Media Creation Actions** page to be redisplayed.
- Clicking on a specific Request ID in the **Listing** table of the **Media Creation Actions** page brings up a **Distribution Request Detail** page (e.g., Figure 35 or Figure 36).
  - For example, clicking on Request ID **0800013350** brings up a **Distribution Request Detail** page (i.e., **DISTRIBUTION REQUEST 0800013350** - Figure 35) that displays the following types of data (as applicable) concerning the request (varies with the type of distribution medium selected):
    - **UserID.**
    - **E-mail.**
    - **Request Size (MB).**
    - **# Granules.**
    - **# Granules Staged.**
    - **# Granules FTP Pushed.**
    - **Receive Date/Time.**
    - **Start Date/Time.**
    - **Last Update.**
    - **End Date/Time.**
    - **Due Date.**
    - **Allocated Device.**
    - **OrderId.**
    - **Order Type.**

- **Ext. RequestId.**
- **Priority.**
- **Request Status.**
- **Destination.**
- **Edit FtpPush Parameters** [button].
- **Resubmit Count.**
- **Media Type.**
- **Resource Class.**
- **Actions** [Action button(s) (e.g., **Resubmit**, **Stop**, **Cancel**, **Suspend**, and/or **Resume**)].
- **User String.**
- **Device Allocated Date/Time.**
- **Volume List: Volume Name; Status; Action; Explanation; Production Module; Last Update.**
- **Request Notes** [text box and **Apply** button].
- **Mailing Address: Title; First Name; Middle Initial; Last Name; Email; Organization; Address; City; State/Province; Country; Zip/Postal code; Telephone; Fax.**
- **Shipping Address: Title; First Name; Middle Initial; Last Name; Email; Address; City; State/Province; Country; Zip/Postal code; Telephone; Fax.**
- **Billing Address: Title; First Name; Middle Initial; Last Name; Email; Organization; Address; City; State/Province; Country; Zip/Postal code; Telephone; Fax.**
- **Granule List/Failed Granules (e.g., DB ID; DPL ID; ESDT; Size (MB); Proc Mode; HEG Line Item; Volume Name; Granule Status; Completion Time; Explanation).**

- Horizontal and vertical scroll bars appear when necessary to allow viewing data that are not readily visible in the window.
- If **AutoRefresh** is **ON**, the **Media Creation Actions** page refreshes automatically as often as specified in the **Refresh screen every *x* minutes** window.
  - If a different refresh option is preferred, perform the procedure for **Setting Refresh Options on OM GUI Pages** (previous section of this lesson).

- To manually update (refresh) the data on the screen, click on the ↻ icon in the **OM GUI** navigation frame.
- The Netscape browser **Edit → Find in Page** menu provides a means of performing a keyword search of the data currently being displayed on the screen.
- The **first**, **previous**, **next**, and **last** links provide means of displaying additional pages of data.

4 To change the priority of a distribution request first click on the option button in the **Priority** column of the row associated with the request to display a menu of priorities then click on the desired selection.

- Selected priority is displayed in the **Priority** column.
- An alternative is to bring up the relevant **Distribution Request Detail** page (by clicking on the Request ID in the **Distribution Requests** table), click on the option button on the **Priority** line to display a menu of priorities, then click on the desired selection.

5 To implement a priority change click on the **Apply** button adjacent to the text box displaying the desired priority.

- "Priority changed" is displayed in the **Priority** column for the row associated with the request.

6 Repeat Steps 4 and 5 as necessary to change the priority of additional distribution requests.

7 If **Activate Request** is displayed in the **Action Type** column for a request on the **Media Creation Actions** page, go to the appropriate procedure (from the list that follows) for responding to the action type associated with the request.

- **Activating PMD Requests** [to start the media creation process for PMD requests] (subsequent section of this lesson).
- **Failing a PMD Request** [to manually fail a PMD request and (optionally) either enter additional text for the distribution notice (DN) or specify that no DN is to be sent] (subsequent section of this lesson).
- **Annotating a PMD Action** [to add notes to any PMD action] (subsequent section of this lesson).

8 If **Mount Media for Production** is displayed in the **Action Type** column for a request on the **Media Creation Actions** page, go to the appropriate procedure (from the list that follows) for responding to the action type associated with the request.

- **Confirming Mount Media for PMD** [to confirm media mounting for the next volume of the request] (subsequent section of this lesson).

- **Failing Mount Media for PMD** [to notify OMS that the assigned drive currently cannot be used for media creation for a particular request and (optionally) to take the device off line] (subsequent section of this lesson).
- **Annotating a PMD Action** [to add notes to any PMD action] (subsequent section of this lesson).

9 If **Collect Media for QC** is displayed in the **Action Type** column for a request on the **Media Creation Actions** page, go to the appropriate procedure (from the list that follows) for responding to the action type associated with the request.

- **Confirming Media Collection Complete for PMD** [to confirm media collection complete for PMD (i.e., the recently created volume(s) that was/were waiting for dismount has/have been dismounted)] (subsequent section of this lesson).
- **Failing PMD Media Collection** [to indicate that the media collection or dismount failed] (subsequent section of this lesson).
- **Annotating a PMD Action** [to add notes to any PMD action] (subsequent section of this lesson).

10 If **Activate Media for QC** is displayed in the **Action Type** column for a request on the **Media Creation Actions** page, go to the following procedure:

- **Activating QC for PMD Requests** [to start the media QC process for PMD requests] (subsequent section of this lesson).
- **Failing a PMD Request** [to manually fail a PMD request and (optionally) either enter additional text for the distribution notice (DN) or specify that no DN is to be sent] (subsequent section of this lesson).
- **Annotating a PMD Action** [to add notes to any PMD action] (subsequent section of this lesson).

11 If **Mount Media for QC** is displayed in the **Action Type** column for a request on the **Media Creation Actions** page, go to the appropriate procedure (from the list that follows) for responding to the action type associated with the request.

- **Confirming Mount Media for PMD** [to confirm media mounting for the next volume of the request] (subsequent section of this lesson).
- **Failing Mount Media for PMD** [to notify OMS that the assigned drive currently cannot be used for media creation for a particular request and (optionally) to take the device off line] (subsequent section of this lesson).
- **Annotating a PMD Action** [to add notes to any PMD action] (subsequent section of this lesson).

12 If **Assemble Package** is displayed in the **Action Type** column for a request on the **Media Creation Actions** page, go to the appropriate procedure (from the list that follows) for responding to the action type associated with the request.

- **Marking PMD Request Shipped** [to confirm media dismount for a particular request that has passed QC and is ready to be marked "shipped"] (subsequent section of this lesson).
- **Confirming PMD Media Dismounted** [to confirm media dismount for a particular request] (subsequent section of this lesson).
- **Confirming PMD Package Assembled** [to confirm that the package was assembled for shipment] (subsequent section of this lesson).
- **Marking PMD Package Not Assembled** [to indicate that the package was **not** assembled for shipment] (subsequent section of this lesson).
- **Failing a PMD Request** [to manually fail a PMD request and (optionally) either enter additional text for the distribution notice (DN) or specify that no DN is to be sent] (subsequent section of this lesson).
- **Printing PMD Outputs** [to reprint certain documents associated with PMD production, including shipping label, DN, and/or (in the case of CD-R/DVD-R) the jewel case insert] (subsequent section of this lesson).
- **Annotating a PMD Action** [to add notes to any PMD action] (subsequent section of this lesson).

13 Repeat Steps 3 through 12 as necessary to monitor/control PMD media creation.

14 If an open intervention is created (either automatically or manually) with respect to a request (e.g., due to the failure of a request), go to the procedure for **Viewing PMD Open Intervention Information on the OM GUI** (previous section of this lesson).

15 To start the process of logging out (if applicable) click on the **Log Out** link in the navigation frame of the **OM GUI**.

- A log-out dialogue box containing the message "Are you sure you want to log out? This will close your browser." is displayed.

16 To complete the process of logging out (when applicable) click on the appropriate button from the following selections:

- **OK** - to dismiss the dialogue box and complete the log-out.
  - The dialogue box is dismissed.
  - The Netscape browser is dismissed.
- **Cancel** - to dismiss the dialogue box without logging out.
  - The dialogue box is dismissed.

– The **OM GUI** is displayed.

Activating PMD Requests

The OMS queues an action (i.e., **Activate Request**) indicating to the operator (in the **Action Type** column of the **Media Creation Actions** page) to activate a distribution request by allocating it to a device. The "normal" operator response would be to select a device from the list of available devices and (in the case of a tape medium) confirm the presence of a blank tape in the device. However, activating the request is not the only possibility. When the **Activate Request** action for a particular request appears on the **Media Creation Actions** page, the operator has the following options:

- Activate request [Refer to the **Activating PMD Requests** procedure (subsequent section of this lesson).]
- Fail request [Refer to the **Failing a PMD Request** procedure (subsequent section of this lesson).]
- Annotate action [Refer to the **Annotating a PMD Action** procedure (subsequent section of this lesson).]

Activating PMD Requests

The procedure for **Activating PMD Requests** is used for activating distribution requests by allocating them to devices (tape or disk drives). For tape media, the operator must confirm the presence of a blank tape in the device. The procedure is performed in response to an **Activate Request** action displayed in the **Action Type** column of the **Media Creation Actions** page. **Activating PMD Requests** is typically performed in association with other procedures (e.g., **Monitoring/Controlling PMD Media Creation Using the OM GUI**).

The **Activate Request** pages (Figures 90 and 91) provide the full-capability operator with means of manually activating PMD requests. The full-capability operator has options for assigning a different device for creating the volume, confirming tape mounting (if applicable), and/or annotating the action.

If physical media creation for a type of physical distribution medium is dispatched manually, the operator must take action to activate each request on that type of physical distribution medium using the **Media Creation Actions** page and the appropriate **Activate Request** page.

The procedure for activating PMD requests on the **OM GUI** starts with the following assumptions:

- All applicable servers are currently running.
- The **OM GUI** has been launched [e.g., as described in the procedure for **Launching the Order Manager GUI** (preceding section of this lesson)].

1 If it has not been expanded already, click on the **Physical Media Distribution** link in the navigation frame of the **OM GUI**.

- The **Physical Media Distribution** menu is expanded.

2 Click on the **Media Creation Actions** link in the navigation frame of the **OM GUI**.

- The **Media Creation Actions** page (Figure 89) is displayed.
- The **Filter** area of the **Media Creation Actions** page allows the operator to select the type(s) of actions to be displayed on the page. The following types of actions can be selected:
  - **Activate Media for QC.**
  - **Activate Request.**
  - **Assemble Package.**
  - **Collect Media for QC.**
  - **Mount Media for Production.**
  - **Mount Media for QC.**
- The **Listing** table has the following columns:
  - **OrderID.**
  - **RequestID.**
  - **Media Type.**
  - **Device Name.**
  - **Request Status.**
  - **Due Date.**
  - **Media Action Note.**
  - **Action Type.**
  - **Options.**

3 Observe information displayed in the **Listing** table of the **Media Creation Actions** page.

NOTE: In order to activate a PMD request for production the entry in the **Action Type** column for that request must be **Activate Request**.

4 To start the process of activating a PMD request, click and hold the option button in the **Options** column for the row associated with the request to display a menu of options, move the mouse cursor to **Activate Request** (highlighting it), then release the mouse button.

- An **Activate Request** dialogue box for tape media (Figure 90) or for disk media (Figure 91) (as applicable) is displayed.
  - The **Activate Request** dialogue box displays the list of available devices of the required type, and either proposes one of them as a default choice or indicates that none are available.
  - If the device is a Rimage (disk) unit, the dialogue box displays the following current workload information for each available unit:
    - **Device Name.**
    - **Workload (MB).**
    - **Workload Limit.**

5 If a device other than the one displayed in the **Activate Request** dialogue box is preferred, click and hold the option button in the dialogue box to display a menu of available devices, move the mouse cursor to the desired selection (highlighting it), then release the mouse button.

- The desired device is displayed in the **Activate Request** dialogue box.

6 Click in the **Select … Device to Allocate** check box.

- A checkmark is displayed in the **Select … Device to Allocate** check box.

7 If the device is a Rimage (disk) unit, ensure that the input bins of the Rimage unit contain blank disks.

- Load the input bin(s) if necessary, ensuring that the disks are inserted right-side up (shiny side down).
  - For detailed instructions refer to the Rimage unit operating manual.

8 If the data are to be recorded on a tape, ensure that there is a blank tape in the drive to be used for recording the data.

9 If the data are to be recorded on a tape, wait for the drive to come on line before activating the request using the **Activate Request** dialogue box.

- Wait for light to stop flashing.

10 If the data are to be recorded on a tape and there is a problem with the tape drive (e.g., it is malfunctioning and needs to be taken off line), go to the procedure for **Failing Mount Media for PMD** (subsequent section of this lesson).

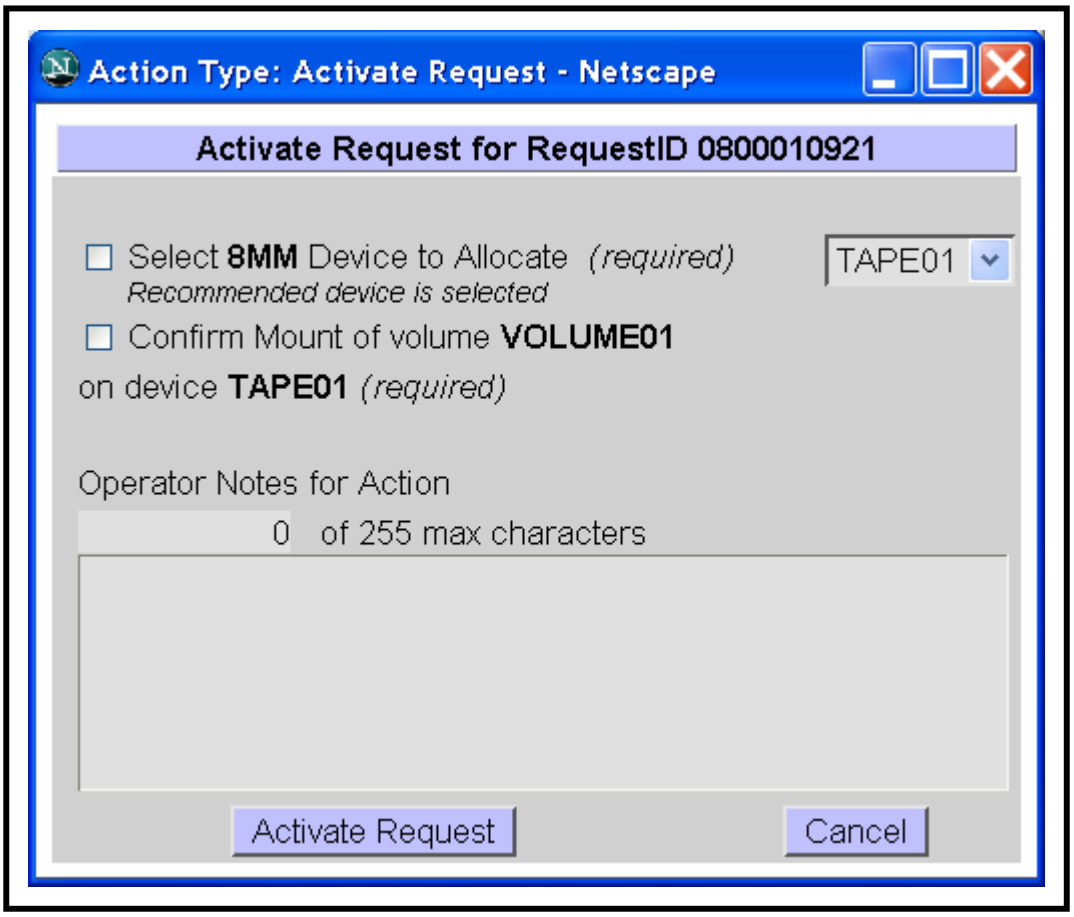

Figure 90. Activate Request Dialogue Box for Tape Media

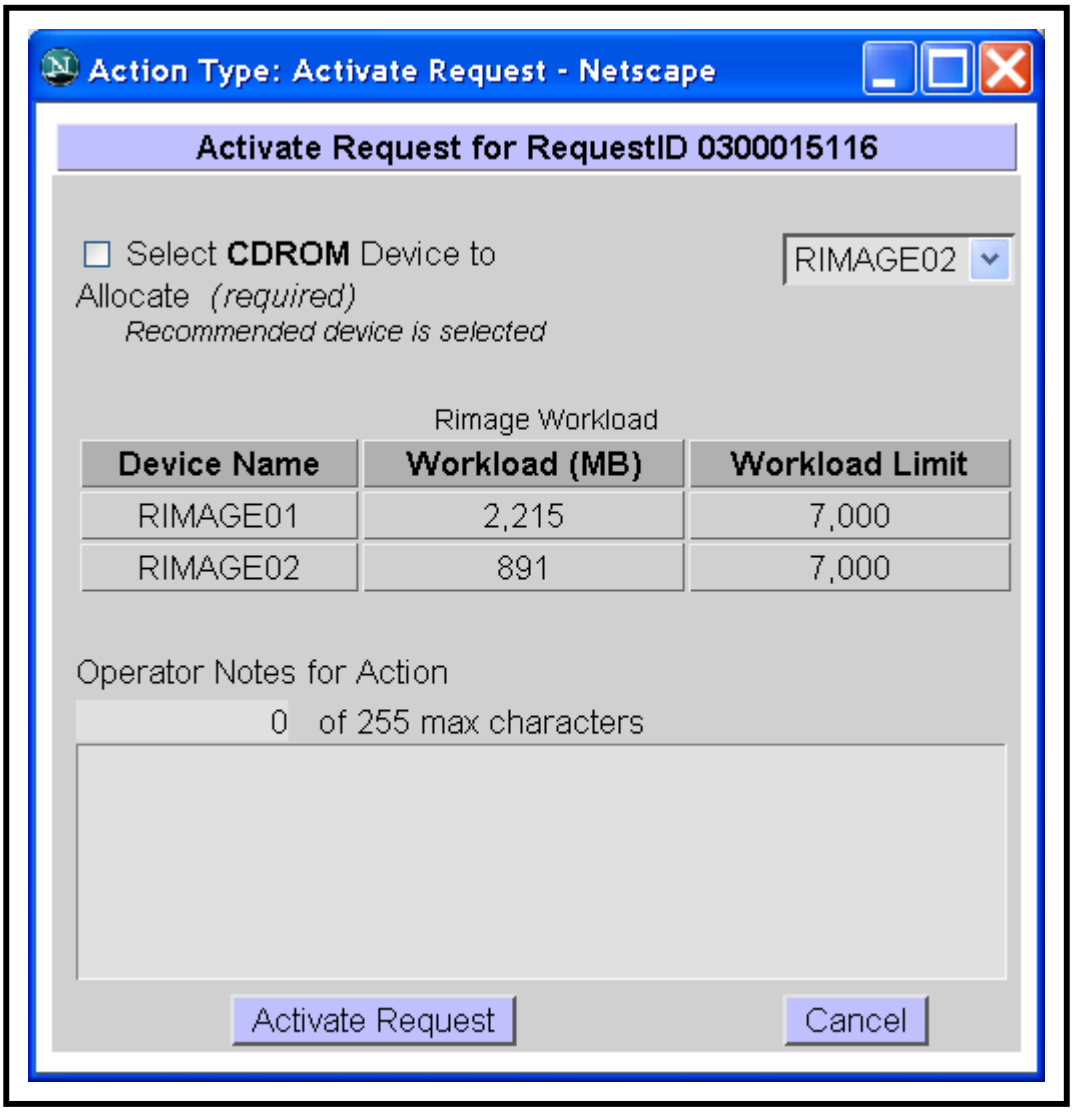

Figure 91. Activate Request Dialogue Box for Disk Media

11 If the data are to be recorded on a tape, after ensuring that there is a blank tape in the drive to be used for recording the data, click in the check box labeled **Confirm Mount of … Volume … on Device …**.

- A checkmark is displayed in the **Confirm Mount of … Volume … on Device …** check box.

12 If notes are to be entered for the "activate" action, type the appropriate text in the **Operator Notes for Action** text box of the **Activate Request** dialogue box.

- Text is displayed in the **Operator Notes for Action** text box of the **Activate Request** dialogue box.

13 To complete the process of activating the request click on the appropriate button from the following selections:

- **Activate Request** - to dismiss the dialogue box and activate the request.
  - The dialogue box is dismissed.
  - The **Media Creation Actions** page (Figure 89) is displayed.
- **Cancel** - to dismiss the dialogue box without activating the request.
  - The dialogue box is dismissed unless the Operator Notes have changed, in which case the **Cancel** button provides an opportunity to save the updated notes before dismissing the dialogue box.
  - The **Media Creation Actions** page (Figure 89) is displayed.

14 Repeat Steps 3 through 13 as necessary to activate additional requests.

15 Return to the procedure that specified activating PMD requests [e.g., **Monitoring/Controlling PMD Media Creation Using the OM GUI** (previous section of this lesson)].

Failing a PMD Request

The procedure for **Failing a PMD Request** is used for notifying OMS that a request should be failed and (optionally) either adding text to the DN or suppressing the DN. The procedure is performed in response to an **Activate Request**, **Activate Media for QC**, or **Assemble Package** action displayed in the **Action Type** column of the **Media Creation Actions** page. **Failing a PMD Request** is typically performed in association with other procedures (e.g., **Monitoring/Controlling PMD Media Creation Using the OM GUI**).

The **Fail Request** page (Figure 92) provides the full-capability operator with a means of manually failing PMD requests. In addition, the full-capability operator has the options of either entering additional text to be included in the distribution notice (DN) or specifying that no DN be sent. Furthermore, the full-capability operator has the option of annotating the action.

The procedure for failing a PMD request on the **OM GUI** starts with the following assumptions:

- All applicable servers are currently running.
- The **OM GUI** has been launched [e.g., as described in the procedure for **Launching the Order Manager GUI** (preceding section of this lesson)].

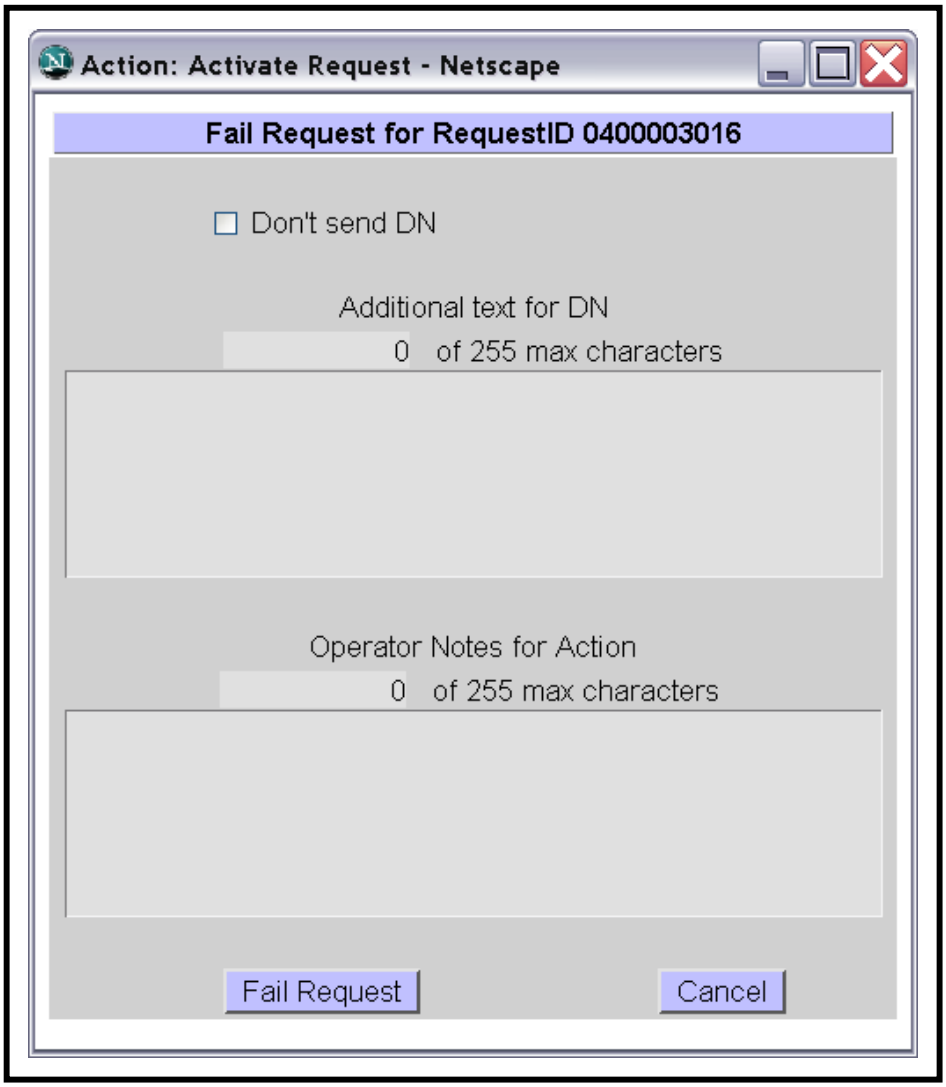

Figure 92. Fail Request Page

Failing a PMD Request

1 If it has not been expanded already, click on the **Physical Media Distribution** link in the navigation frame of the **OM GUI**.

- The **Physical Media Distribution** menu is expanded.

2 Click on the **Media Creation Actions** link in the navigation frame of the **OM GUI**.

- The **Media Creation Actions** page (Figure 89) is displayed.

- The **Filter** area of the **Media Creation Actions** page allows the operator to select the type(s) of actions to be displayed on the page. The following types of actions can be selected:
  - **Activate Media for QC.**
  - **Activate Request.**
  - **Assemble Package.**
  - **Collect Media for QC.**
  - **Mount Media for Production.**
  - **Mount Media for QC.**
- The **Listing** table has the following columns:
  - **OrderID.**
  - **RequestID.**
  - **Media Type.**
  - **Device Name.**
  - **Request Status.**
  - **Due Date.**
  - **Media Action Note.**
  - **Action Type.**
  - **Options.**

3 Observe information displayed in the **Listing** table of the **Media Creation Actions** page.

NOTE: In order to fail a PMD request the entry in the **Action Type** column for that request must be either **Activate Request**, **Activate Media for QC** or **Assemble Package**.

4 To start the process of failing a PMD request, click and hold the option button in the **Options** column for the row associated with the relevant request to display a menu of options, move the mouse cursor to **Fail Request** (highlighting it), then release the mouse button.

- A **Fail Request** dialogue box (Figure 92) is displayed.
  - The **Fail Request** dialogue box displays options for entering additional text to be included in the DN, specifying that no DN should be sent, and/or annotating the "fail request" action.

5 If additional text is to be entered for the DN, type the appropriate text in the **Additional text for DN** text box of the **Fail Request** dialogue box.

- Text is displayed in the **Additional text for DN** text box of the **Fail Request** dialogue box.

6 If no DN is to be sent, click in the check box labeled **Don't send DN**.

- A checkmark is displayed in the **Don't send DN** check box.

7 If notes are to be entered for the "fail request" action, type the appropriate text in the **Operator Notes for Action** text box of the **Fail Request** dialogue box.

- Text is displayed in the **Operator Notes for Action** text box of the **Fail Request** dialogue box.

8 To complete the process of failing the request click on the appropriate button from the following selections:

- **Fail Request** - to dismiss the dialogue box and fail the request.
  - The dialogue box is dismissed.
  - The **Media Creation Actions** page (Figure 89) is displayed.
- **Cancel** - to dismiss the dialogue box without failing the request.
  - The dialogue box is dismissed unless the Operator Notes have changed, in which case the **Cancel** button provides an opportunity to save the updated notes before dismissing the dialogue box.
  - The **Media Creation Actions** page (Figure 89) is displayed.

9 Repeat Steps 3 through 8 as necessary to fail additional requests.

10 Return to the procedure that specified failing a PMD request [e.g., **Monitoring/Controlling PMD Media Creation Using the OM GUI** (previous section of this lesson)].

Annotating a PMD Action

The procedure for **Annotating a PMD Action** is used for adding notes to PMD actions. The procedure is performed in response to any action (i.e., **Activate Request**, **Mount Media for Production**, **Collect Media for QC**, **Mount Media for QC**, or **Assemble Package**) displayed in the **Action Type** column of the **Media Creation Actions** page. **Annotating a PMD Action** is typically performed in association with other procedures (e.g., **Monitoring/Controlling PMD Media Creation Using the OM GUI**).

The **Annotate Action** page (Figure 93) provides the full-capability operator with a means of adding notes to PMD actions.

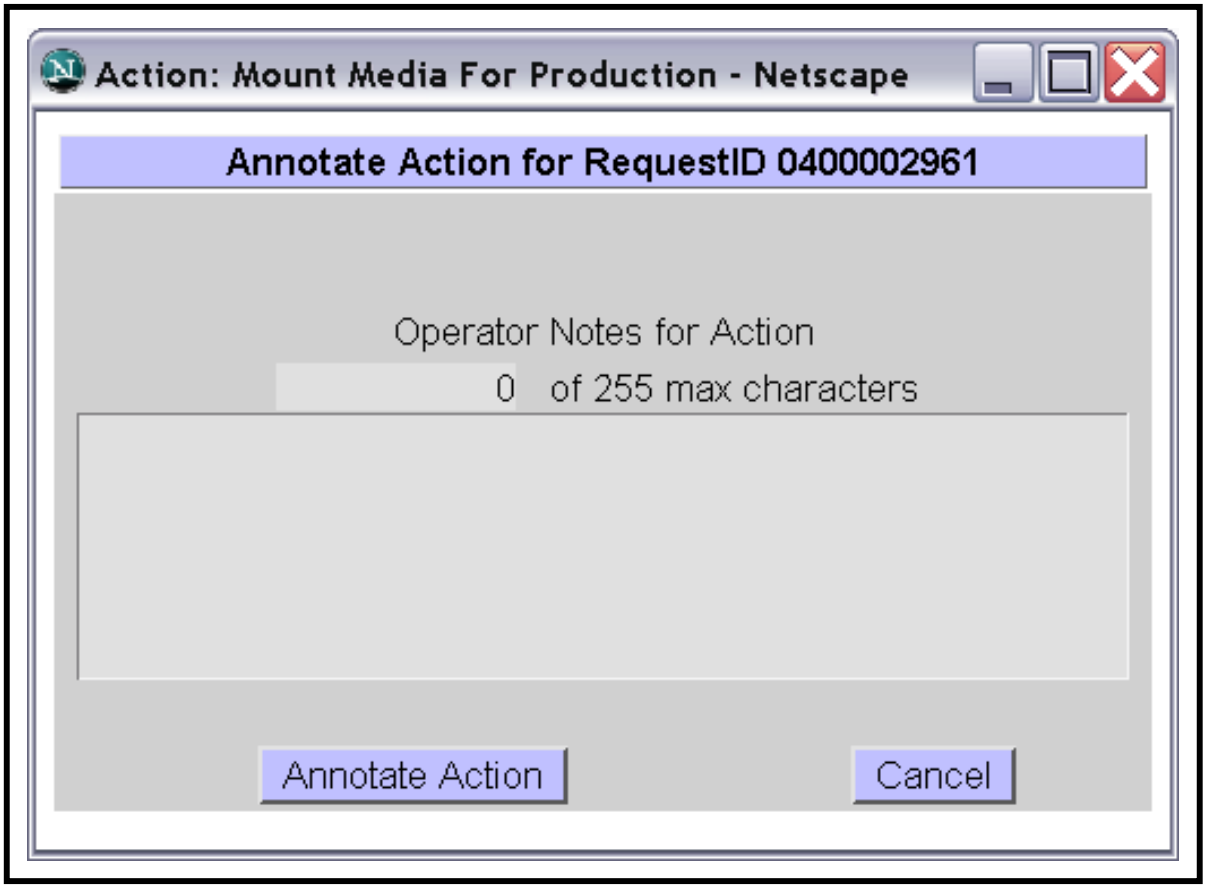

Figure 93. Annotate Action Page

The procedure for annotating a PMD action on the **OM GUI** starts with the following assumptions:

- All applicable servers are currently running.
- The **OM GUI** has been launched [e.g., as described in the procedure for **Launching the Order Manager GUI** (preceding section of this lesson)].

Annotating a PMD Action

1 If it has not been expanded already, click on the **Physical Media Distribution** link in the navigation frame of the **OM GUI**.

- The **Physical Media Distribution** menu is expanded.

2 Click on the **Media Creation Actions** link in the navigation frame of the **OM GUI**.

- The **Media Creation Actions** page (Figure 89) is displayed.

- The **Filter** area of the **Media Creation Actions** page allows the operator to select the type(s) of actions to be displayed on the page. The following types of actions can be selected:
  - **Activate Media for QC.**
  - **Activate Request.**
  - **Assemble Package.**
  - **Collect Media for QC.**
  - **Mount Media for Production.**
  - **Mount Media for QC.**
- The **Listing** table has the following columns:
  - **OrderID.**
  - **RequestID.**
  - **Media Type.**
  - **Device Name.**
  - **Request Status.**
  - **Due Date.**
  - **Media Action Note.**
  - **Action Type.**
  - **Options.**

3 Observe information displayed in the **Listing** table of the **Media Creation Actions** page.

NOTE: In order to annotate a PMD action for a request any of the possible entries in the **Action Type** column for the request is acceptable (i.e., **Activate Request**, **Mount Media for Production**, **Collect Media for QC**, **Activate Media for QC**, **Mount Media for QC**, or **Assemble Package**).

4 To start the process of annotating a PMD action, click and hold the option button in the **Options** column for the row associated with the relevant request to display a menu of options, move the mouse cursor to **Annotate Action** (highlighting it), then release the mouse button.

- An **Annotate Action** dialogue box (Figure 93) is displayed.

5 Type the appropriate text in the **Operator Notes for Action** text box of the **Annotate Action** dialogue box.

- Text is displayed in the **Operator Notes for Action** text box of the **Annotate Action** dialogue box.

6 To complete the process of annotating the action click on the appropriate button from the following selections:

- **Annotate Action** - to dismiss the dialogue box and apply the annotation to the action.
  - The dialogue box is dismissed.
  - The **Media Creation Actions** page (Figure 89) is displayed.
- **Cancel** - to dismiss the dialogue box without annotating the action.
  - The dialogue box is dismissed.
  - The **Media Creation Actions** page (Figure 89) is displayed.

7 Repeat Steps 3 through 6 as necessary to annotate additional actions.

8 Return to the procedure that specified annotating a PMD request [e.g., **Monitoring/Controlling PMD Media Creation Using the OM GUI** (previous section of this lesson)].

Mounting Media for PMD Production

The OMS queues an action (i.e., **Mount Media for PMD Production**) indicating to the operator (in the **Action Type** column of the **Media Creation Actions** page) to mount media for the second (or subsequent) volume of a multi-volume request for media creation. The "normal" operator response would be to ensure that there is a blank tape in the drive to be used for recording the data and confirm media mounting. However, that is not the only possibility. When the **Mount Media for PMD Production** action for a particular request appears on the **Media Creation Actions** page, the operator has the following options:

- Confirm mount media [Refer to the **Confirming Mount Media for PMD** procedure (subsequent section of this lesson).]
- Fail mount media [Refer to the **Failing Mount Media for PMD** procedure (subsequent section of this lesson).]
- Annotate action [Refer to the **Annotating a PMD Action** procedure (previous section of this lesson).]

Confirming Mount Media for PMD

The procedure for **Confirming Mount Media for PMD** is used for notifying OMS that the medium has been mounted for the next volume of a multi-volume request. The procedure is performed in response to a **Mount Media for Production** or **Mount Media for QC** action displayed in the **Action Type** column of the **Media Creation Actions** page. **Confirming Mount Media for PMD** is typically performed in association with other procedures (e.g., **Monitoring/Controlling PMD Media Creation Using the OM GUI**).

The **Confirm Mount Media** page (Figure 94) provides the full-capability operator with a means of confirming media mounting for the next volume of the request. The full-capability operator has the option of annotating the action.

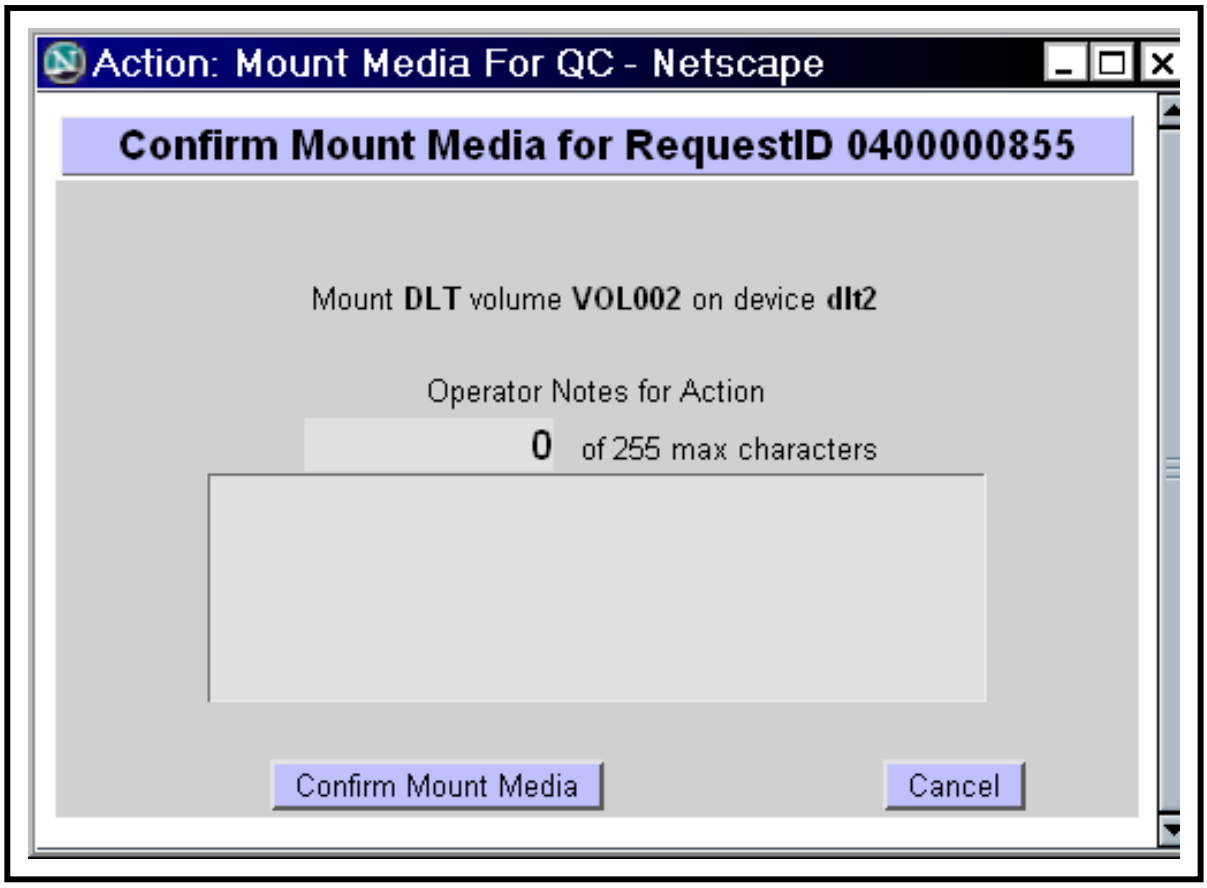

Figure 94. Confirm Mount Media Page

The procedure for confirming mount media on the **OM GUI** starts with the following assumptions:

- All applicable servers are currently running.
- The **OM GUI** has been launched [e.g., as described in the procedure for **Launching the Order Manager GUI** (preceding section of this lesson)].

1 If it has not been expanded already, click on the **Physical Media Distribution** link in the navigation frame of the **OM GUI**.

- The **Physical Media Distribution** menu is expanded.

2 Click on the **Media Creation Actions** link in the navigation frame of the **OM GUI**.

- The **Media Creation Actions** page (Figure 89) is displayed.
- The **Filter** area of the **Media Creation Actions** page allows the operator to select the type(s) of actions to be displayed on the page. The following types of actions can be selected:
  - **Activate Media for QC.**
  - **Activate Request.**
  - **Assemble Package.**
  - **Collect Media for QC.**
  - **Mount Media for Production.**
  - **Mount Media for QC.**
- The **Listing** table has the following columns:
  - **OrderID.**
  - **RequestID.**
  - **Media Type.**
  - **Device Name.**
  - **Request Status.**
  - **Due Date.**
  - **Media Action Note.**
  - **Action Type.**
  - **Options.**

3 Observe information displayed in the **Listing** table of the **Media Creation Actions** page.

NOTE: In order to confirm media mounting the entry in the **Action Type** column for the relevant request must be either **Mount Media for Production** or **Mount Media for QC**.

4 To start the process of confirming media mounting, click and hold the option button in the **Options** column for the row associated with the relevant request to display a menu of options, move the mouse cursor to **Confirm Mount Media** (highlighting it), then release the mouse button.

- A **Confirm Mount Media** dialogue box (Figure 94) is displayed.

5 If media mounting is for production purposes (rather than QC), ensure that there is a blank tape in the drive to be used for recording the data.

6 If media mounting is for QC purposes (rather than production) put the tape or disk of the first volume of the request into the drive to be used for QC.

7 Wait for the drive to come on line before confirming media mounting using the **Confirm Mount Media** dialogue box.

- Wait for light to stop flashing.

8 If there is a problem with the drive (e.g., it is malfunctioning and needs to be taken off line), go to the procedure for **Failing Mount Media for PMD** (previous section of this lesson).

9 If notes are to be entered for the "confirm mount media" action, type the appropriate text in the **Operator Notes for Action** text box of the **Confirm Mount Media** dialogue box.

- Text is displayed in the **Operator Notes for Action** text box of the **Confirm Mount Media** dialogue box.

10 To complete the process of confirming media mounting click on the appropriate button from the following selections:

- **Confirm Mount Media** - to dismiss the dialogue box and confirm media mounting.
  - The dialogue box is dismissed.
  - The **Media Creation Actions** page (Figure 89) is displayed.
- **Cancel** - to dismiss the dialogue box without confirming media mounting.
  - The dialogue box is dismissed unless the Operator Notes have changed, in which case the **Cancel** button provides an opportunity to save the updated notes before dismissing the dialogue box.
  - The **Media Creation Actions** page (Figure 89) is displayed.

11 Repeat Steps 3 through 10 as necessary to confirm additional media mounting.

12 Return to the procedure that specified confirming media mounting [e.g., **Monitoring/Controlling PMD Media Creation Using the OM GUI** (previous section of this lesson)].

Failing Mount Media for PMD

The procedure for **Failing Mount Media for PMD** is used for notifying OMS that the assigned drive currently cannot be used for media creation for a particular request and (optionally) to take the device off line. The procedure is performed in response to a **Mount Media for Production** or **Mount Media for QC** action displayed in the **Action Type** column of the **Media Creation Actions** page. **Failing Mount Media for PMD** is typically performed in association with other procedures (e.g., **Monitoring/Controlling PMD Media Creation Using the OM GUI**).

The **Fail Mount Media** page (Figure 95) provides the full-capability operator with a means of failing mount media and (optionally) to take the device off line. In addition, the full-capability operator has the option of annotating the action.

The procedure for failing mount media starts with the following assumptions:

- All applicable servers are currently running.
- The **OM GUI** has been launched [e.g., as described in the procedure for **Launching the Order Manager GUI** (preceding section of this lesson)].

Failing Mount Media for PMD

---

1 If the failure to mount media occurs during the procedure for **Activating PMD Requests** or the procedure for **Activating QC for PMD Requests**, first click on the **Cancel** button in the **Activate Request** or **Activate QC for RequestID …** dialogue box.

- The **Activate Request** or **Activate QC for RequestID …** dialogue box is dismissed.

2 If it has not been expanded already, click on the **Physical Media Distribution** link in the navigation frame of the **OM GUI**.

- The **Physical Media Distribution** menu is expanded.

3 If the **Media Creation Actions** page is not being displayed already, click on the **Media Creation Actions** link in the navigation frame of the **OM GUI**.

- The **Media Creation Actions** page (Figure 89) is displayed.
- The **Filter** area of the **Media Creation Actions** page allows the operator to select the type(s) of actions to be displayed on the page. The following types of actions can be selected:
  - **Activate Media for QC.**
  - **Activate Request.**
  - **Assemble Package.**
  - **Collect Media for QC.**
  - **Mount Media for Production.**

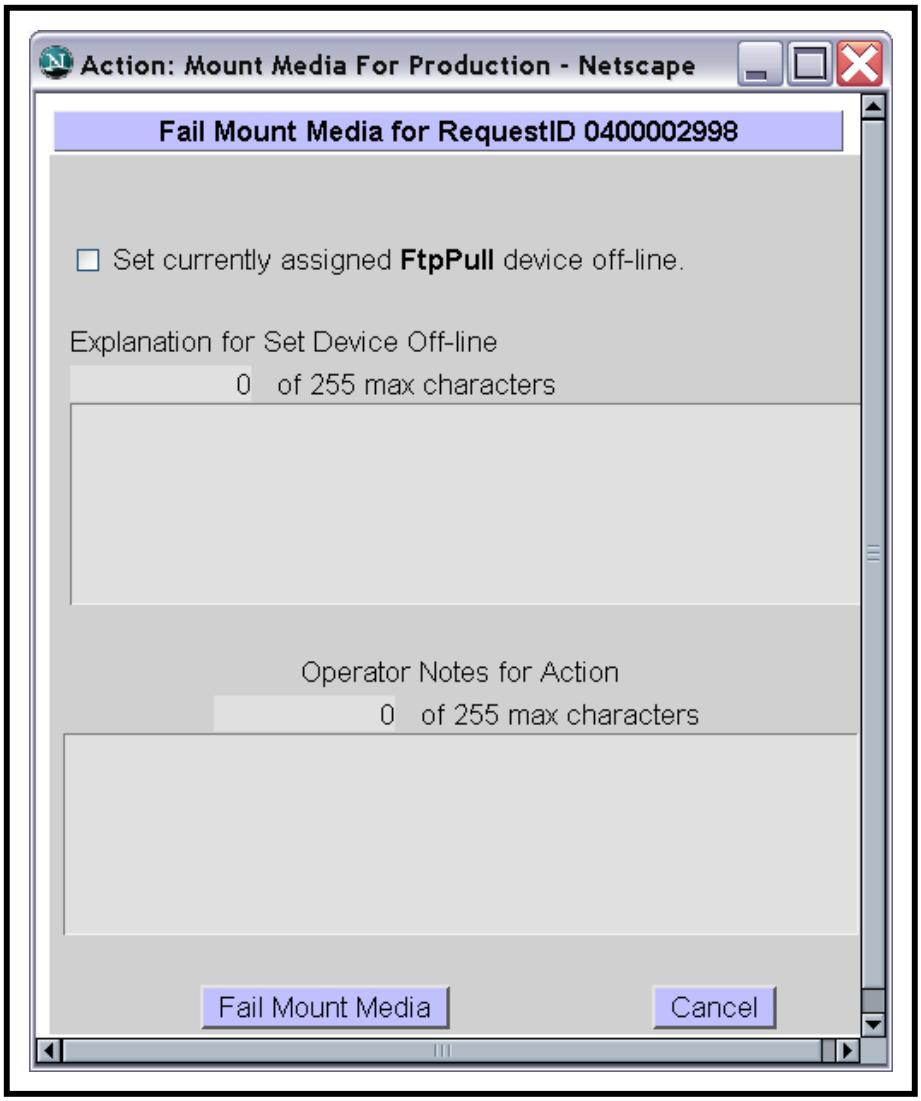

Figure 95. Fail Mount Media Page

  - **Mount Media for QC.**

- The **Listing** table has the following columns:
  - **OrderID.**
  - **RequestID.**
  - **Media Type.**
  - **Device Name.**
  - **Request Status.**
  - **Due Date.**

- **Media Action Note.**
- **Action Type.**
- **Options.**

4 Observe information displayed in the **Listing** table of the **Media Creation Actions** page.

NOTE: In order to fail media mounting the entry in the **Action Type** column for the relevant request must be **Mount Media for Production** or **Mount Media for QC**.

5 To start the process of failing media mounting, click and hold the option button in the **Options** column for the row associated with the relevant request to display a menu of options, move the mouse cursor to **Fail Mount Media** (highlighting it), then release the mouse button.

- A **Fail Mount Media** dialogue box (Figure 95) is displayed.
  - The **Fail Mount Media** dialogue box displays options for taking the currently assigned device off line, explaining why the currently assigned device is being taken off line, and/or annotating the "fail mount media" action.

6 If the currently assigned device is to be taken off line, first click in the **Set currently assigned … device off-line** check box.

- A checkmark is displayed in the **Set currently assigned … device off-line** check box.
- The mount can be failed without taking the currently assigned device off line.

7 If the currently assigned device is to be taken off line, type the appropriate text in the **Explanation for Set Device Off-line** text box of the **Fail Mount Media** dialogue box.

- Text is displayed in the **Explanation for Set Device Off-line** text box of the **Fail Mount Media** dialogue box.

8 If notes are to be entered for the "fail mount media" action, type the appropriate text in the **Operator Notes for Action** text box of the **Fail Mount Media** dialogue box.

- Text is displayed in the **Operator Notes for Action** text box of the **Fail Mount Media** dialogue box.

9 To complete the process of failing the mount click on the appropriate button from the following selections:

- **Fail Mount Media** - to dismiss the dialogue box and fail the mount (and, if specified, take the device off line).
  - The dialogue box is dismissed.
  - If the mount request that was failed was for production of the first volume of a request to be written, the request is requeued for allocation to a device.

- If the mount request that was failed was for production of a volume other than the first volume of a request, OMS generates a Media Creation Error intervention (due to mount problems) and the operator has to respond to the intervention to specify what to do next (e.g., rewrite the previous volume or change the type of distribution medium). [Refer to the procedures for **Viewing PMD Open Intervention Information on the OM GUI** and **Responding to a PMD Open Intervention** (previous sections of this lesson).]
- If the mount request that was failed was for QC of a volume, the OMS generates a QC error (media mount failed); however, it does not flag the volume as having failed QC. This gives the operator an opportunity to react to device problems that cause media damage or make dismounting the media impossible.
- The **Media Creation Actions** page (Figure 89) is displayed.

- **Cancel** - to dismiss the dialogue box without failing the mount.
  - The dialogue box is dismissed unless the Operator Notes have changed, in which case the **Cancel** button provides an opportunity to save the updated notes before dismissing the dialogue box.
  - The **Media Creation Actions** page (Figure 89) is displayed.

10 Repeat Steps 1 through 9 as necessary to fail additional mounts.

11 Return to the procedure that specified failing mount media [e.g., **Monitoring/Controlling PMD Media Creation Using the OM GUI** or **Activating PMD Requests** (previous sections of this lesson) or **Activating QC for PMD Requests** (subsequent section of this lesson)].

Collecting Media for PMD QC

The OMS queues an action (i.e., **Collect Media for QC**) indicating to the operator (in the **Action Type** column of the **Media Creation Actions** page) to collect the media (relevant to a particular request) for automatic QC. The "normal" operator response would be to dismount the specified volume(s) from the drive where it/they was/were produced and confirm that the collection of media for QC is complete. However, that is not the only possibility. When the **Collect Media for QC** action for a particular request appears on the **Media Creation Actions** page, the operator has the following options:

- Confirm media collection complete [Refer to the **Confirming Media Collection Complete for PMD** procedure (subsequent section of this lesson).]
- Fail media collection [Refer to the **Failing PMD Media Collection** procedure (subsequent section of this lesson).]
- Annotate action [Refer to the **Annotating a PMD Action** procedure (previous section of this lesson).]

Confirming Media Collection Complete for PMD

The procedure for **Confirming Media Collection Complete for PMD** is used for notifying OMS that the recently created volume(s) that was/were waiting for dismount has/have been dismounted. The procedure is performed in response to a **Collect Media for QC** action displayed in the **Action Type** column of the **Media Creation Actions** page. **Confirming Media Collection Complete for PMD** is typically performed in association with other procedures (e.g., **Monitoring/Controlling PMD Media Creation Using the OM GUI**).

The **Media Collection Complete** page (Figure 96) provides the full-capability operator with a means of confirming media collection complete for PMD (i.e., the recently created volume(s) that was/were waiting for dismount has/have been dismounted). The full-capability operator has the option of annotating the action.

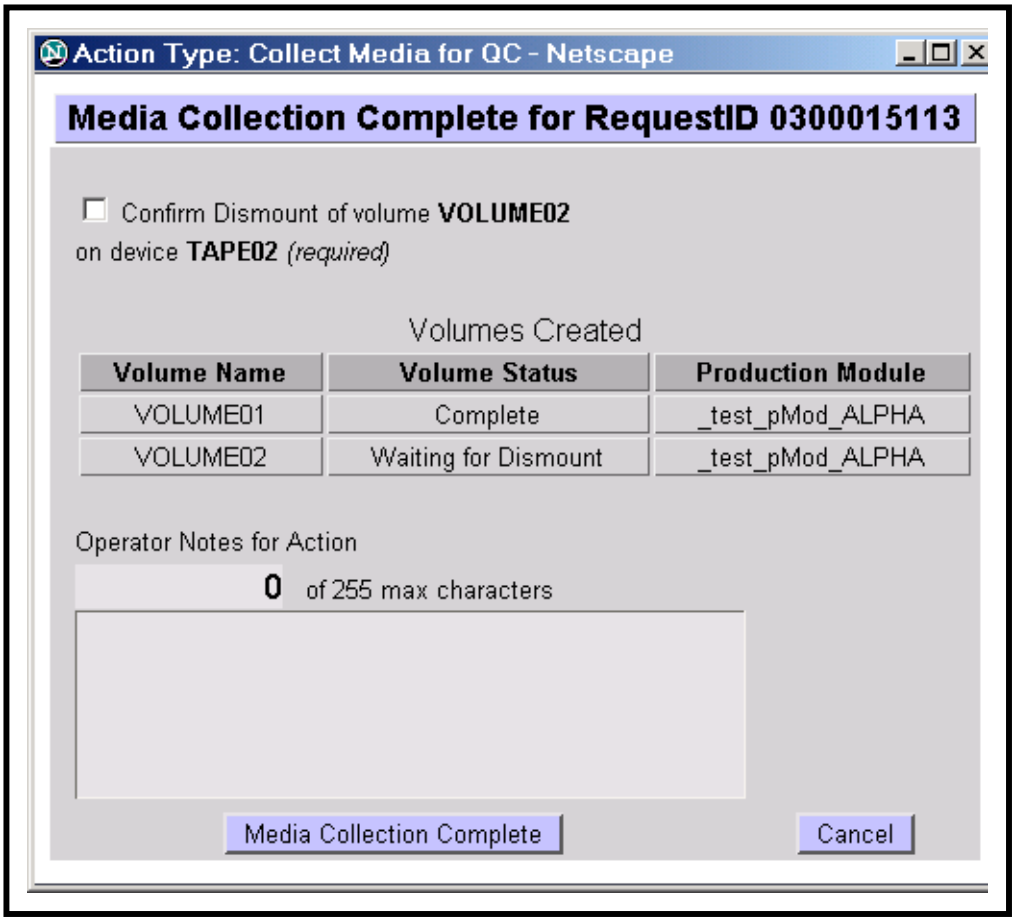

Figure 96. Media Collection Complete Page

The procedure for confirming media collection complete for PMD on the **OM GUI** starts with the following assumptions:

- All applicable servers are currently running.
- The **OM GUI** has been launched [e.g., as described in the procedure for **Launching the Order Manager GUI** (preceding section of this lesson)].

Confirming Media Collection Complete for PMD

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1 If it has not been expanded already, click on the **Physical Media Distribution** link in the navigation frame of the **OM GUI**.

- The **Physical Media Distribution** menu is expanded.

2 Click on the **Media Creation Actions** link in the navigation frame of the **OM GUI**.

- The **Media Creation Actions** page (Figure 89) is displayed.
- The **Filter** area of the **Media Creation Actions** page allows the operator to select the type(s) of actions to be displayed on the page. The following types of actions can be selected:
  - **Activate Media for QC.**
  - **Activate Request.**
  - **Assemble Package.**
  - **Collect Media for QC.**
  - **Mount Media for Production.**
  - **Mount Media for QC.**
- The **Listing** table has the following columns:
  - **OrderID.**
  - **RequestID.**
  - **Media Type.**
  - **Device Name.**
  - **Request Status.**
  - **Due Date.**
  - **Media Action Note.**
  - **Action Type.**
  - **Options.**

3 Observe information displayed in the **Listing** table of the **Media Creation Actions** page.

NOTE: In order to confirm media collection complete the entry in the **Action Type** column for that request must be **Collect Media for QC**.

4 To start the process of confirming media collection complete, click and hold the option button in the **Options** column for the row associated with the request to display a menu of options, move the mouse cursor to **Media Collection Complete** (highlighting it), then release the mouse button.

- A **Media Collection Complete** dialogue box (Figure 96) is displayed.
  - The **Media Collection Complete** dialogue box displays the following information concerning each volume created for the request:
    - **Volume Name.**
    - **Volume Status.**

5 Dismount the volume(s) identified as "waiting for dismount" in the **Volumes Created** table of the **Media Collection Complete** dialogue box.

6 Click in the **Confirm dismount of ... volume ... from device ...** check box.

- A checkmark is displayed in the **Confirm dismount of ... volume ... from device ...** check box.

7 If notes are to be entered for the "collection" action, type the appropriate text in the **Operator Notes for Action** text box of the **Media Collection Complete** dialogue box.

- Text is displayed in the **Operator Notes for Action** text box of the **Media Collection Complete** dialogue box.

8 To complete the process of confirming media collection complete click on the appropriate button from the following selections:

- **Media Collection Complete** - to dismiss the dialogue box and confirm media collection complete.
  - The dialogue box is dismissed.
  - The **Media Creation Actions** page (Figure 89) is displayed.
- **Cancel** - to dismiss the dialogue box without confirming media collection complete.
  - The dialogue box is dismissed unless the Operator Notes have changed, in which case the **Cancel** button provides an opportunity to save the updated notes before dismissing the dialogue box.
  - The **Media Creation Actions** page (Figure 89) is displayed.

9 Repeat Steps 3 through 8 as necessary to confirm media collection complete for additional requests.

10 Return to the procedure that specified confirming media collection complete [e.g., **Monitoring/Controlling PMD Media Creation Using the OM GUI** (previous section of this lesson)].

Failing PMD Media Collection

The procedure for **Failing PMD Media Collection** is used for notifying OMS that the media collection or dismount failed. The procedure is performed in response to a **Collect Media for QC** action displayed in the **Action Type** column of the **Media Creation Actions** page. **Failing PMD Media Collection** is typically performed in association with other procedures (e.g., **Monitoring/Controlling PMD Media Creation Using the OM GUI**).

The **Fail Media Collection** page (Figure 97) provides the full-capability operator with a means of indicating that the media collection or dismount failed. The full-capability operator has the option of annotating the action.

The procedure for failing PMD media collection on the **OM GUI** starts with the following assumptions:

- All applicable servers are currently running.
- The **OM GUI** has been launched [e.g., as described in the procedure for **Launching the Order Manager GUI** (preceding section of this lesson)].

Failing PMD Media Collection

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1 If it has not been expanded already, click on the **Physical Media Distribution** link in the navigation frame of the **OM GUI**.

- The **Physical Media Distribution** menu is expanded.

2 Click on the **Media Creation Actions** link in the navigation frame of the **OM GUI**.

- The **Media Creation Actions** page (Figure 89) is displayed.
- The **Filter** area of the **Media Creation Actions** page allows the operator to select the type(s) of actions to be displayed on the page. The following types of actions can be selected:
  - **Activate Media for QC.**
  - **Activate Request.**
  - **Assemble Package.**
  - **Collect Media for QC.**
  - **Mount Media for Production.**

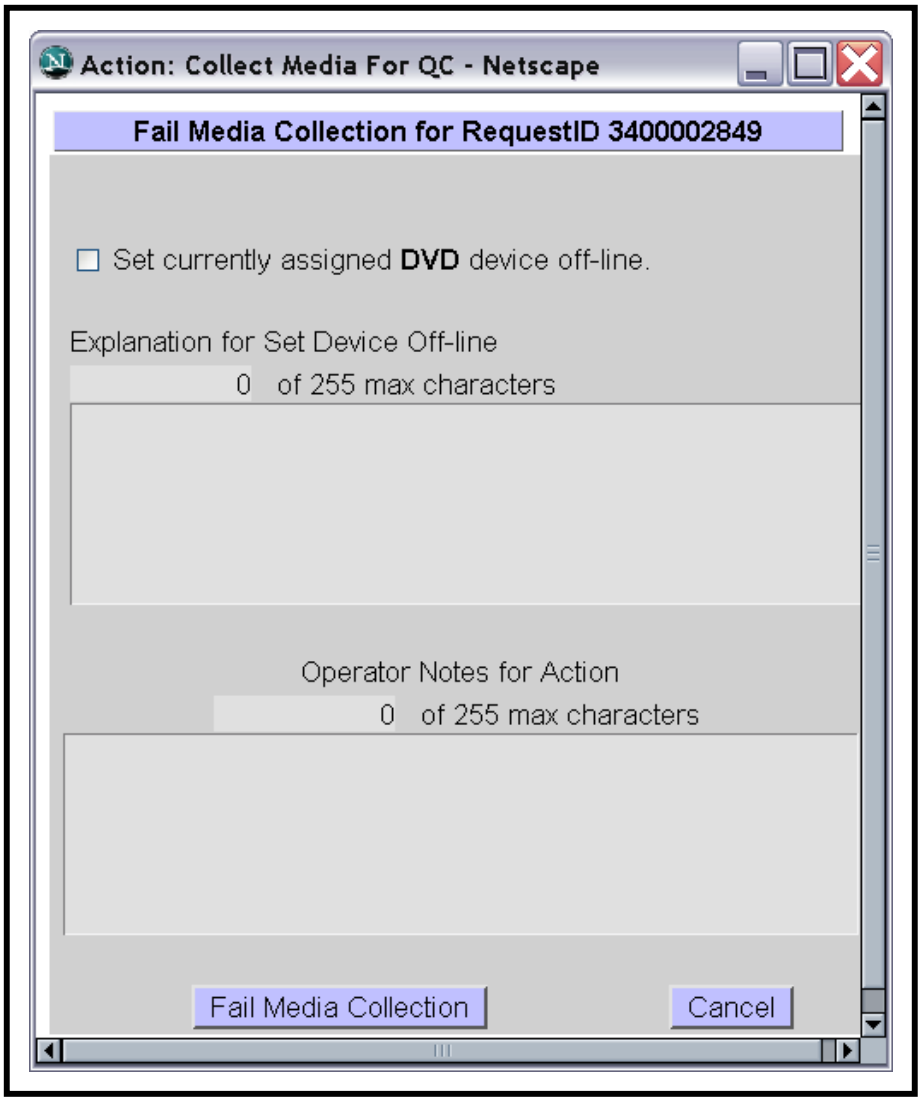

Figure 97. Fail Media Collection Page

  - **Mount Media for QC.**

- The **Listing** table has the following columns:
  - **OrderID.**
  - **RequestID.**
  - **Media Type.**
  - **Device Name.**
  - **Request Status.**
  - **Due Date.**

- **Media Action Note.**
- **Action Type.**
- **Options.**

3 Observe information displayed in the **Listing** table of the **Media Creation Actions** page.

NOTE: In order to fail media collection the entry in the **Action Type** column for that request must be **Collect Media for QC**.

4 To start the process of failing media collection, click and hold the option button in the **Options** column for the row associated with the request to display a menu of options, move the mouse cursor to **Fail Media Collection** (highlighting it), then release the mouse button.

- A **Fail Media Collection** dialogue box (Figure 97) is displayed.

5 If the currently assigned device is to be taken off line, first click in the **Set currently assigned … device off-line** check box.

- A checkmark is displayed in the **Set currently assigned … device off-line** check box.
- The mount can be failed without taking the currently assigned device off line.

6 If the currently assigned device is to be taken off line, type the appropriate text in the **Explanation for Set Device Off-line** text box of the **Fail Media Collection** dialogue box.

- Text is displayed in the **Explanation for Set Device Off-line** text box of the **Fail Media Collection** dialogue box.

7 If notes are to be entered for the "fail media collection" action, type the appropriate text in the **Operator Notes for Action** text box of the **Fail Media Collection** dialogue box.

- Text is displayed in the **Operator Notes for Action** text box of the **Fail Media Collection** dialogue box.

8 To complete the process of failing media collection click on the appropriate button from the following selections:

- **Fail Media Collection** - to dismiss the dialogue box and fail media collection.
  - The dialogue box is dismissed.
  - The **Media Creation Actions** page (Figure 89) is displayed.
  - If media collection is failed, OMS generates a QC error (due to media collection problems); however, it does not flag a volume as having passed or failed QC. The operator must identify which media are missing or appear to be damaged.

- **Cancel** - to dismiss the dialogue box without failing media collection.
  - The dialogue box is dismissed unless the Operator Notes have changed, in which case the **Cancel** button provides an opportunity to save the updated notes before dismissing the dialogue box.
  - The **Media Creation Actions** page (Figure 89) is displayed.

9 Repeat Steps 3 through 8 as necessary to fail media collection for additional requests.

10 Return to the procedure that specified failing media collection [e.g., **Monitoring/Controlling PMD Media Creation Using the OM GUI** (previous section of this lesson)].

Activating Media for QC

The OMS queues an action (i.e., **Activate Media for QC**) indicating to the operator (in the **Action Type** column of the **Media Creation Actions** page) to activate QC for a request by allocating it to a device. The "normal" operator response would be to select a device from the list of available devices and confirm the presence of the appropriate tape or disk in the device. However, activating the request is not the only possibility. When the **Activate Request** action for a particular request appears on the **Media Creation Actions** page, the operator has the following options:

- Activate QC [Refer to the **Activating QC for PMD Requests** procedure (subsequent section of this lesson).]
- Fail request [Refer to the **Failing a PMD Request** procedure (previous section of this lesson).]
- Annotate action [Refer to the **Annotating a PMD Action** procedure (previous section of this lesson).]

Activating QC for PMD Requests

The procedure for **Activating QC for PMD Requests** is used for activating QC by allocating distribution requests to devices (tape or disk drives). The operator must confirm the presence of the appropriate tape or disk in the device. The procedure is performed in response to an **Activate Media for QC** action displayed in the **Action Type** column of the **Media Creation Actions** page. **Activating QC for PMD Requests** is typically performed in association with other procedures (e.g., **Monitoring/Controlling PMD Media Creation Using the OM GUI**).

The following activities occur during disk/tape QC/verification:

- The medium is inserted in a different drive than that used to create the disk or tape.
  - QC of disks is typically done on a QC PC.
- The operator starts QC from the **OM GUI**.

- QC compares the summary file (generated when the data were set up for copying to the physical media) and a "tar –tvf" of the medium.

The **Activate QC** dialogue box (Figure 98) provides the full-capability operator with means of manually activating PMD QC. The full-capability operator has options for assigning a different device for performing QC of the volume, confirming tape mounting (if applicable), and/or annotating the action.

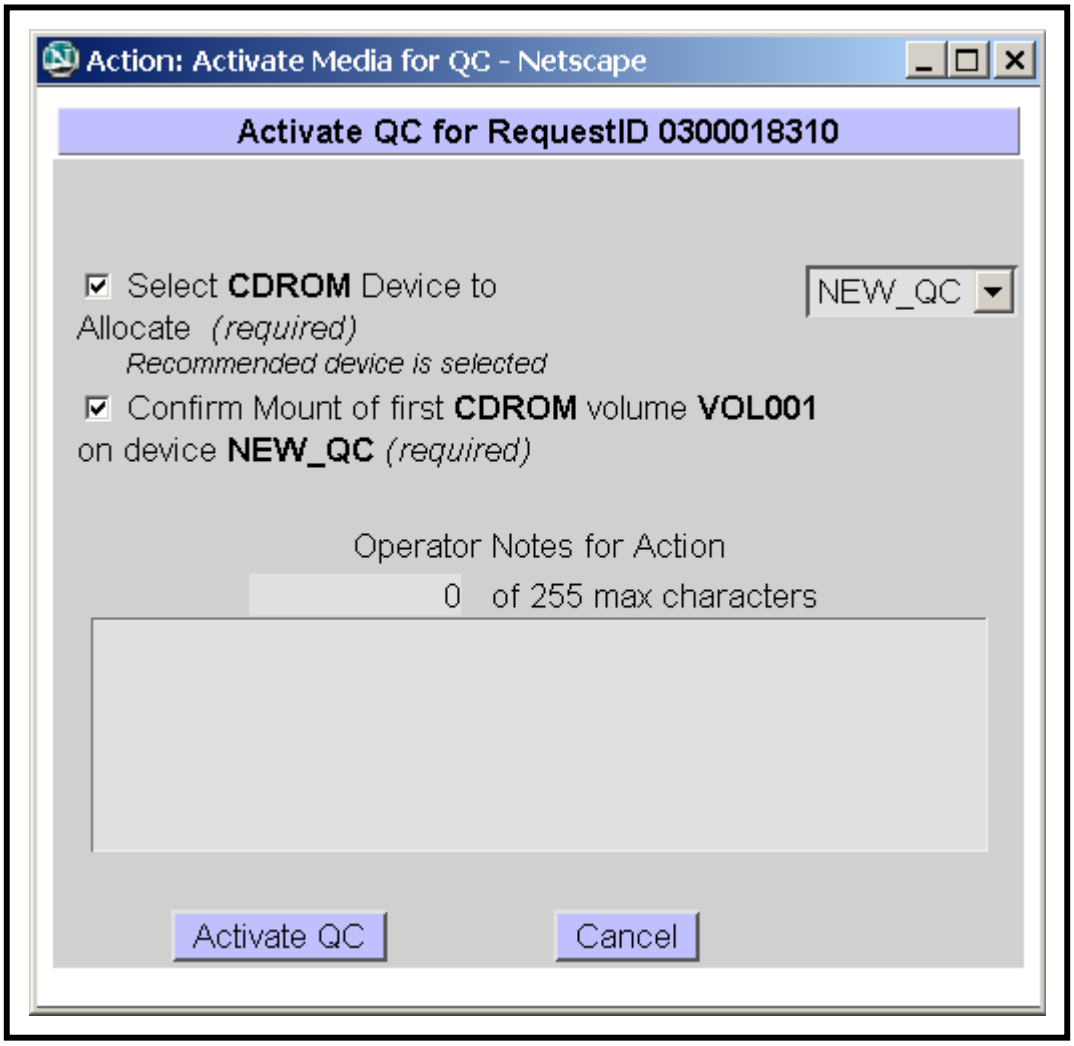

Figure 98. Activate QC Dialogue Box

The procedure for activating QC on the **OM GUI** starts with the following assumptions:

- All applicable servers are currently running.
- The **OM GUI** has been launched [e.g., as described in the procedure for **Launching the Order Manager GUI** (preceding section of this lesson)].

1 If it has not been expanded already, click on the **Physical Media Distribution** link in the navigation frame of the **OM GUI**.

- The **Physical Media Distribution** menu is expanded.

2 Click on the **Media Creation Actions** link in the navigation frame of the **OM GUI**.

- The **Media Creation Actions** page (Figure 89) is displayed.
- The **Filter** area of the **Media Creation Actions** page allows the operator to select the type(s) of actions to be displayed on the page. The following types of actions can be selected:
  - **Activate Media for QC.**
  - **Activate Request.**
  - **Assemble Package.**
  - **Collect Media for QC.**
  - **Mount Media for Production.**
  - **Mount Media for QC.**
- The **Listing** table has the following columns:
  - **OrderID.**
  - **RequestID.**
  - **Media Type.**
  - **Device Name.**
  - **Request Status.**
  - **Due Date.**
  - **Media Action Note.**
  - **Action Type.**
  - **Options.**

3 Observe information displayed in the **Listing** table of the **Media Creation Actions** page.

NOTE: In order to activate QC the entry in the **Action Type** column for that request must be **Activate Media for QC**.

4 To start the process of activating QC, click and hold the option button in the **Options** column for the row associated with the request to display a menu of options, move the mouse cursor to **Activate QC** (highlighting it), then release the mouse button.

- An **Activate QC** dialogue box (Figure 98) is displayed.
  - The **Activate QC** dialogue box displays the list of available devices of the required type, and either proposes one of them as a default choice or indicates that none are available.

5 If a device other than the one displayed in the **Activate QC** dialogue box is preferred, click and hold the option button in the dialogue box to display a menu of available devices, move the mouse cursor to the desired selection (highlighting it), then release the mouse button.

- The desired device is displayed in the **Activate QC** dialogue box.

6 Click in the **Select … Device to Allocate** check box.

- A checkmark is displayed in the **Select … Device to Allocate** check box.

7 Put the tape or disk of the first volume of the request into the drive to be used for QC.

8 Wait for the drive to come on line before confirming media mounting using the **Activate QC** dialogue box.

- Wait for light to stop flashing.

9 If there is a problem with the tape drive (e.g., it is malfunctioning and needs to be taken off line), go to the procedure for **Failing Mount Media for PMD** (previous section of this lesson).

10 After ensuring that the drive has come on line, click in the check box labeled **Confirm Mount of first ... volume ... on device ...** in the **Activate QC** dialogue box.

- A checkmark is displayed in the **Confirm Mount of first ... volume ... on device ...** check box.

11 If notes are to be entered for the "activate" action, type the appropriate text in the **Operator Notes for Action** text box of the **Activate QC** dialogue box.

- Text is displayed in the **Operator Notes for Action** text box of the **Activate QC** dialogue box.

12 To complete the process of activating QC click on the appropriate button from the following selections:

- **Activate QC** - to dismiss the dialogue box and activate QC of the request.
  - The dialogue box is dismissed.
  - The **Media Creation Actions** page (Figure 89) is displayed.

- **Cancel** - to dismiss the dialogue box without activating QC of the request.
  - The dialogue box is dismissed unless the Operator Notes have changed, in which case the **Cancel** button provides an opportunity to save the updated notes before dismissing the dialogue box.
  - The **Media Creation Actions** page (Figure 89) is displayed.

13 Repeat Steps 3 through 12 as necessary to activate QC for additional requests.

14 Return to the procedure that specified activating QC for PMD requests [e.g., **Monitoring/Controlling PMD Media Creation Using the OM GUI** (previous section of this lesson)].

Mounting Media for PMD QC

The OMS queues an action (i.e., **Mount Media for QC**) indicating to the operator (in the **Action Type** column of the **Media Creation Actions** page) to mount the second and subsequent volumes of a multi-volume request for QC. The "normal" operator response would be to confirm the presence of the appropriate tape or disk in the drive to be used for performing QC. However, that is not the only possibility. When the **Mount Media for QC** action for a particular request appears on the **Media Creation Actions** page, the operator has the following options:

- Confirm mount media [Refer to the **Confirming Mount Media for PMD** procedure (previous section of this lesson).]
- Fail mount media [Refer to the **Failing Mount Media for PMD** procedure (previous section of this lesson).]
- Annotate action [Refer to the **Annotating a PMD Action** procedure (previous section of this lesson).]

Assembling PMD Packages

The OMS queues an action (i.e., **Assemble Package**) indicating to the operator (in the **Action Type** column of the **Media Creation Actions** page) to confirm that the package (relevant to a particular request) is assembled and ready for shipment. The "normal" operator response would be to collect all printed outputs, assemble the distribution package and confirm the successful completion of package assembly. However, that is not the only possibility. When the **Assemble Package** action for a particular request appears on the **Media Creation Actions** page, the operator has the following options:

- Mark request shipped [Refer to the **Marking PMD Request Shipped** procedure (subsequent section of this lesson).]
- Confirm media dismounted [Refer to the **Confirming PMD Media Dismounted** procedure (previous section of this lesson).]

- Confirm package assembled [Refer to the **Confirming PMD Package Assembled** procedure (subsequent section of this lesson).]
- Package not assembled [Refer to the **Marking PMD Package Not Assembled** procedure (subsequent section of this lesson).]
- Fail request [Refer to the **Failing a PMD Request** procedure (previous section of this lesson).]
- Print outputs [Refer to the **Printing PMD Outputs** procedure (subsequent section of this lesson).]
- Annotate action [Refer to the **Annotating a PMD Action** procedure (previous section of this lesson).]

Marking PMD Request Shipped

The procedure for **Marking PMD Request Shipped** is used for notifying OMS that the volume(s) recently passed through QC and that was/were waiting for dismount has/have been dismounted and is/are ready to be marked "shipped." The procedure is performed in response to an **Assemble Package** action displayed in the **Action Type** column of the **Media Creation Actions** page. **Marking PMD Request Shipped** is typically performed in association with other procedures (e.g., **Monitoring/Controlling PMD Media Creation Using the OM GUI**).

The **Mark Request Shipped** page (Figure 99) provides the full-capability operator with a means of confirming the assembly of the PMD package for shipment (i.e., the volume(s) that successfully passed QC and was/were waiting for dismount has/have been dismounted and is/are ready to be marked "shipped"). In addition, the full-capability operator has options for suppressing the DN and/or annotating the action.

The procedure for marking a PMD request shipped on the **OM GUI** starts with the following assumptions:

- All applicable servers are currently running.
- The **OM GUI** has been launched [e.g., as described in the procedure for **Launching the Order Manager GUI** (preceding section of this lesson)].

Marking PMD Request Shipped

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1 If it has not been expanded already, click on the **Physical Media Distribution** link in the navigation frame of the **OM GUI**.

- The **Physical Media Distribution** menu is expanded.

2 Click on the **Media Creation Actions** link in the navigation frame of the **OM GUI**.

- The **Media Creation Actions** page (Figure 89) is displayed.

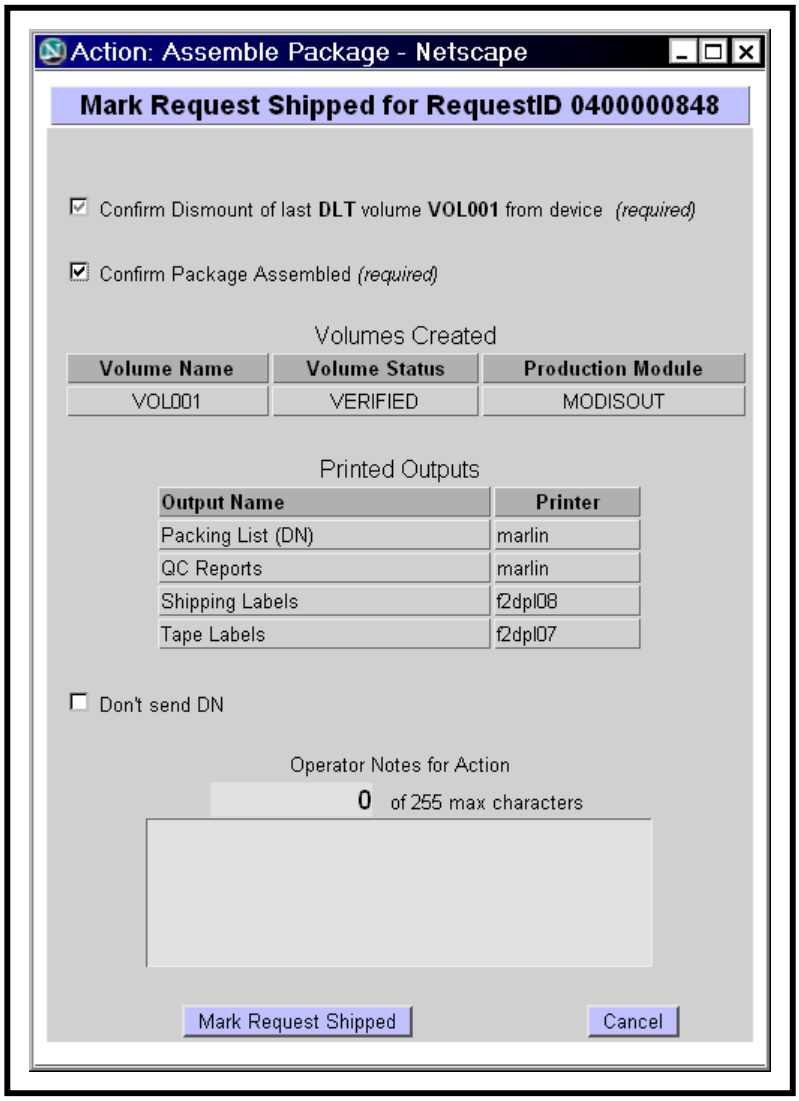

Figure 99. Mark Request Shipped Page

- The **Filter** area of the **Media Creation Actions** page allows the operator to select the type(s) of actions to be displayed on the page. The following types of actions can be selected:
  - **Activate Media for QC.**
  - **Activate Request.**
  - **Assemble Package.**
  - **Collect Media for QC.**
  - **Mount Media for Production.**

- **Mount Media for QC.**

- The **Listing** table has the following columns:
  - **OrderID.**
  - **RequestID.**
  - **Media Type.**
  - **Device Name.**
  - **Request Status.**
  - **Due Date.**
  - **Media Action Note.**
  - **Action Type.**
  - **Options.**

3 Observe information displayed in the **Listing** table of the **Media Creation Actions** page.

NOTE: In order to a mark a PMD request shipped the entry in the **Action Type** column for that request must be **Assemble Package**.

4 To start the process of confirming PMD package assembly, click and hold the option button in the **Options** column for the row associated with the request to display a menu of options, move the mouse cursor to **Mark Request Shipped** (highlighting it), then release the mouse button.

- A **Mark Request Shipped** dialogue box (Figure 99) is displayed.
  - The **Mark Request Shipped** dialogue box displays the following information concerning each volume created for the request:
    - **Volume Name.**
    - **Volume Status.**
    - **Production Module.**
  - In addition, the **Mark Request Shipped** dialogue box displays the following information concerning the outputs printed for the request:
    - **Output Name.**
    - **Printer.**

5 Dismount the volume(s) identified as "waiting for dismount" in the **Volumes Created** table of the **Mark Request Shipped** dialogue box.

6 Click in the **Confirm dismount of last ... volume ... from device** check box.

- A checkmark is displayed in the **Confirm dismount of last ... volume ... from device** check box.

7 Click in the **Confirm Package Assembled** check box.

- A checkmark is displayed in the **Confirm Package Assembled** check box.

8 If no DN is to be sent, click in the check box labeled **Don't send DN**.

- A checkmark is displayed in the **Don't send DN** check box.

9 If notes are to be entered for the "mark shipped" action, type the appropriate text in the **Operator Notes for Action** text box of the **Mark Request Shipped** dialogue box.

- Text is displayed in the **Operator Notes for Action** text box of the **Mark Request Shipped** dialogue box.

10 To complete the process of confirming PMD package assembly click on the appropriate button from the following selections:

- **Mark Request Shipped** - to dismiss the dialogue box and confirm PMD package assembled.
  - The dialogue box is dismissed.
  - The **Media Creation Actions** page (Figure 89) is displayed.
- **Cancel** - to dismiss the dialogue box without confirming PMD package assembly.
  - The dialogue box is dismissed unless the Operator Notes have changed, in which case the **Cancel** button provides an opportunity to save the updated notes before dismissing the dialogue box.
  - The **Media Creation Actions** page (Figure 89) is displayed.

11 Repeat Steps 3 through 10 as necessary to mark additional requests shipped.

12 Return to the procedure that specified marking a request shipped [e.g., **Monitoring/Controlling PMD Media Creation Using the OM GUI** (previous section of this lesson)].

Confirming PMD Media Dismounted

The procedure for **Confirming PMD Media Dismounted** is used for notifying OMS that a volume has been dismounted from the applicable device. The procedure is performed in response to an **Assemble Package** action displayed in the **Action Type** column of the **Media Creation Actions** page. **Confirming PMD Media Dismounted** is typically performed in association with other procedures (e.g., **Monitoring/Controlling PMD Media Creation Using the OM GUI**).

The **Confirm Media Dismounted** page (Figure 100) provides the full-capability operator with a means of confirming that the last volume used for QC for a particular request has been dismounted. Optionally, the full-capability operator can annotate the action and/or confirm that the package has been assembled.

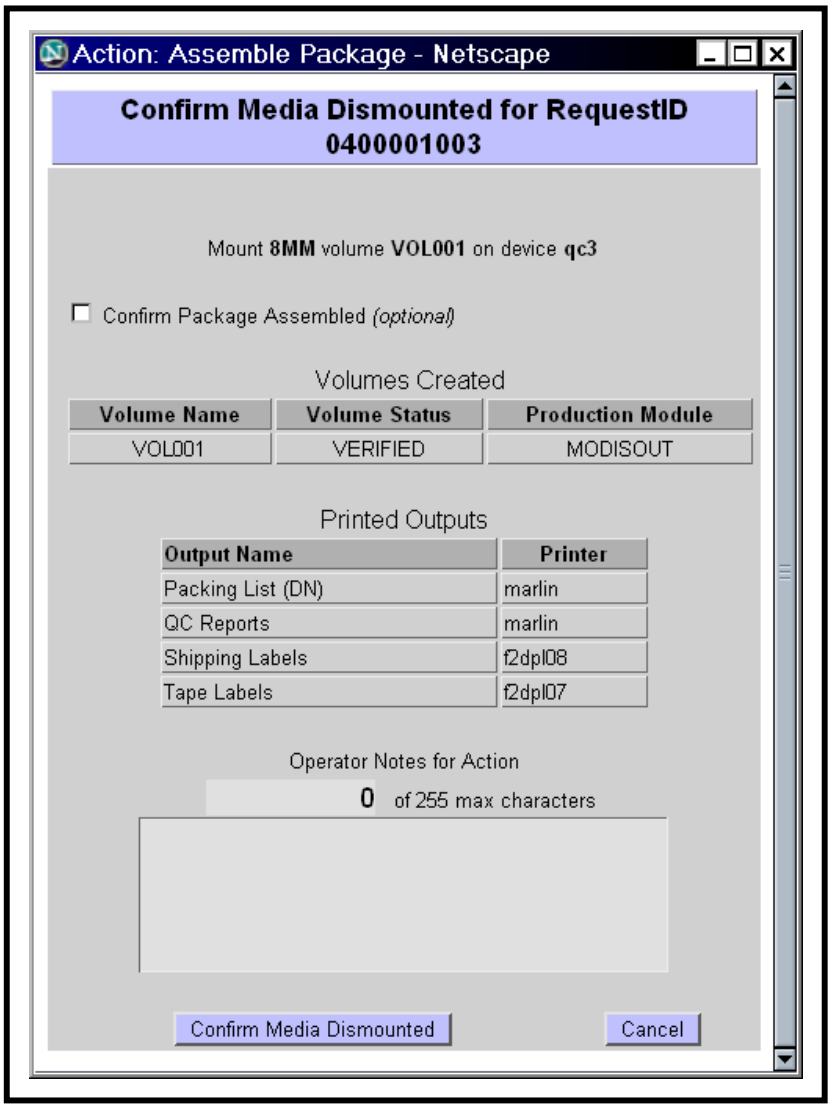

Figure 100. Confirm Media Dismounted Page

The procedure for confirming media dismounted on the **OM GUI** starts with the following assumptions:

- All applicable servers are currently running.
- The **OM GUI** has been launched [e.g., as described in the procedure for **Launching the Order Manager GUI** (preceding section of this lesson)].

1 If it has not been expanded already, click on the **Physical Media Distribution** link in the navigation frame of the **OM GUI**.

- The **Physical Media Distribution** menu is expanded.

2 Click on the **Media Creation Actions** link in the navigation frame of the **OM GUI**.

- The **Media Creation Actions** page (Figure 89) is displayed.
- The **Filter** area of the **Media Creation Actions** page allows the operator to select the type(s) of actions to be displayed on the page. The following types of actions can be selected:
  - **Activate Media for QC.**
  - **Activate Request.**
  - **Assemble Package.**
  - **Collect Media for QC.**
  - **Mount Media for Production.**
  - **Mount Media for QC.**
- The **Listing** table has the following columns:
  - **OrderID.**
  - **RequestID.**
  - **Media Type.**
  - **Device Name.**
  - **Request Status.**
  - **Due Date.**
  - **Media Action Note.**
  - **Action Type.**
  - **Options.**

3 Observe information displayed in the **Listing** table of the **Media Creation Actions** page.

NOTE: In order to confirm media dismounted the entry in the **Action Type** column for that request must be **Assemble Package**.

4 To start the process of confirming media dismounted, click and hold the option button in the **Options** column for the row associated with the request to display a menu of options, move the mouse cursor to **Confirm Media Dismounted** (highlighting it), then release the mouse button.

- A **Confirm Media Dismounted** dialogue box (Figure 100) is displayed.
  - The **Confirm Media Dismounted** dialogue box displays the following information concerning each volume created for the request:
    - **Volume Name.**
    - **Volume Status.**
    - **Production Module.**
  - In addition, the **Confirm Media Dismounted** dialogue box displays the following information concerning the outputs printed for the request:
    - **Output Name.**
    - **Printer.**

5 Dismount the specified volume for the request.

6 To confirm that the package is assembled (if applicable) click in the **Confirm Package Assembled** check box.

- A checkmark is displayed in the **Confirm Package Assembled** check box.

7 If notes are to be entered for the action, type the appropriate text in the **Operator Notes for Action** text box of the **Media Collection Complete** dialogue box.

- Text is displayed in the **Operator Notes for Action** text box of the **Media Collection Complete** dialogue box.

8 To complete the process of confirming media dismounted click on the appropriate button from the following selections:

- **Confirm Media Dismounted -** to dismiss the dialogue box and confirm media dismounted.
  - The dialogue box is dismissed.
  - The **Media Creation Actions** page (Figure 89) is displayed.
- **Cancel -** to dismiss the dialogue box without confirming media dismounted.
  - The dialogue box is dismissed unless the Operator Notes have changed, in which case the **Cancel** button provides an opportunity to save the updated notes before dismissing the dialogue box.
  - The **Media Creation Actions** page (Figure 89) is displayed.

9 Repeat Steps 3 through 8 as necessary to confirm media dismounted for additional requests.

10 Return to the procedure that specified confirming media dismounted [e.g., **Monitoring/Controlling PMD Media Creation Using the OM GUI** (previous section of this lesson)].

Confirming PMD Package Assembled

The procedure for **Confirming PMD Package Assembled** is used for notifying OMS that the last volume of a request passed QC and has been dismounted. The procedure is performed in response to an **Assemble Package** action displayed in the **Action Type** column of the **Media Creation Actions** page. **Confirming PMD Package Assembled** is typically performed in association with other procedures (e.g., **Monitoring/Controlling PMD Media Creation Using the OM GUI**).

The **Confirm Package Assembled** page (Figure 101) provides the full-capability operator with a means of confirming the assembly of the PMD package for shipment (i.e., the last volume of a request passed QC and has been dismounted). In addition, the full-capability operator has the option of annotating the action.

The procedure for confirming package assembly on the **OM GUI** starts with the following assumptions:

- All applicable servers are currently running.
- The **OM GUI** has been launched [e.g., as described in the procedure for **Launching the Order Manager GUI** (preceding section of this lesson)].

Confirming PMD Package Assembled

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1 If it has not been expanded already, click on the **Physical Media Distribution** link in the navigation frame of the **OM GUI**.

- The **Physical Media Distribution** menu is expanded.

2 Click on the **Media Creation Actions** link in the navigation frame of the **OM GUI**.

- The **Media Creation Actions** page (Figure 89) is displayed.
- The **Filter** area of the **Media Creation Actions** page allows the operator to select the type(s) of actions to be displayed on the page. The following types of actions can be selected:
  - **Activate Media for QC.**
  - **Activate Request.**

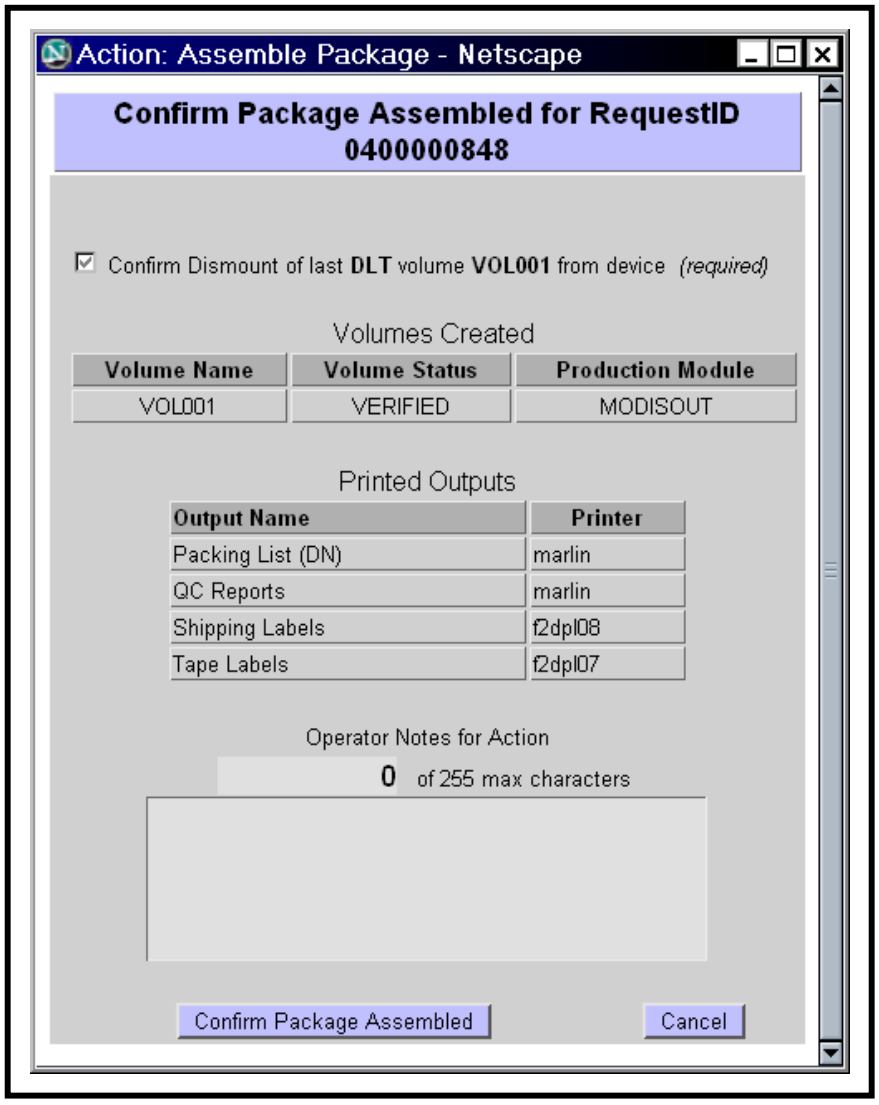

Figure 101. Confirm Package Assembled Page

- **Assemble Package.**
- **Collect Media for QC.**
- **Mount Media for Production.**
- **Mount Media for QC.**

- The **Listing** table has the following columns:
  - **OrderID.**
  - **RequestID.**
  - **Media Type.**

- **Device Name.**
- **Request Status.**
- **Due Date.**
- **Media Action Note.**
- **Action Type.**
- **Options.**

3 Observe information displayed in the **Listing** table of the **Media Creation Actions** page.

NOTE: In order to confirm PMD package assembled the entry in the **Action Type** column for that request must be **Assemble Package**.

4 To start the process of confirming PMD package assembly, click and hold the option button in the **Options** column for the row associated with the request to display a menu of options, move the mouse cursor to **Confirm Package Assembled** (highlighting it), then release the mouse button.

- A **Confirm Package Assembled** dialogue box (Figure 101) is displayed.
  - The **Confirm Package Assembled** dialogue box displays the following information concerning each volume created for the request:
    - **Volume Name.**
    - **Volume Status.**
    - **Production Module.**
  - In addition, the **Confirm Package Assembled** dialogue box displays the following information concerning the outputs printed for the request:
    - **Output Name.**
    - **Printer.**

5 Dismount the volume(s) identified as "waiting for dismount" in the **Volumes Created** table of the **Confirm Package Assembled** dialogue box.

6 Click in the **Confirm dismount of last ... volume ... from device** check box.

- A checkmark is displayed in the **Confirm dismount of last ... volume ... from device** check box.

7 If notes are to be entered for the "assemble" action, type the appropriate text in the **Operator Notes for Action** text box of the **Confirm Package Assembled** dialogue box.

- Text is displayed in the **Operator Notes for Action** text box of the **Confirm Package Assembled** dialogue box.

8 To complete the process of confirming PMD package assembly click on the appropriate button from the following selections:

- **Confirm Package Assembled** - to dismiss the dialogue box and confirm PMD package assembled.
  - The dialogue box is dismissed.
  - The **Media Creation Actions** page (Figure 89) is displayed.
- **Cancel** - to dismiss the dialogue box without confirming PMD package assembly.
  - The dialogue box is dismissed unless the Operator Notes have changed, in which case the **Cancel** button provides an opportunity to save the updated notes before dismissing the dialogue box.
  - The **Media Creation Actions** page (Figure 89) is displayed.

9 Repeat Steps 3 through 8 as necessary to confirm PMD package assembled for additional requests.

10 Return to the procedure that specified confirming PMD package assembly [e.g., **Monitoring/Controlling PMD Media Creation Using the OM GUI** (previous section of this lesson)].

Marking PMD Package Not Assembled

The procedure for **Marking PMD Package Not Assembled** is used for notifying OMS that the package was **not** assembled for shipment. The procedure is performed in response to an **Assemble Package** action displayed in the **Action Type** column of the **Media Creation Actions** page. **Marking PMD Package Not Assembled** is typically performed in association with other procedures (e.g., **Monitoring/Controlling PMD Media Creation Using the OM GUI**).

The **Package Not Assembled** page (Figure 102) provides the full-capability operator with a means of indicating that the package was **not** assembled for shipment. The full-capability operator has the option of annotating the action.

The procedure for marking a PMD package "not assembled" using the **OM GUI** starts with the following assumptions:

- All applicable servers are currently running.
- The **OM GUI** has been launched [e.g., as described in the procedure for **Launching the Order Manager GUI** (preceding section of this lesson)].

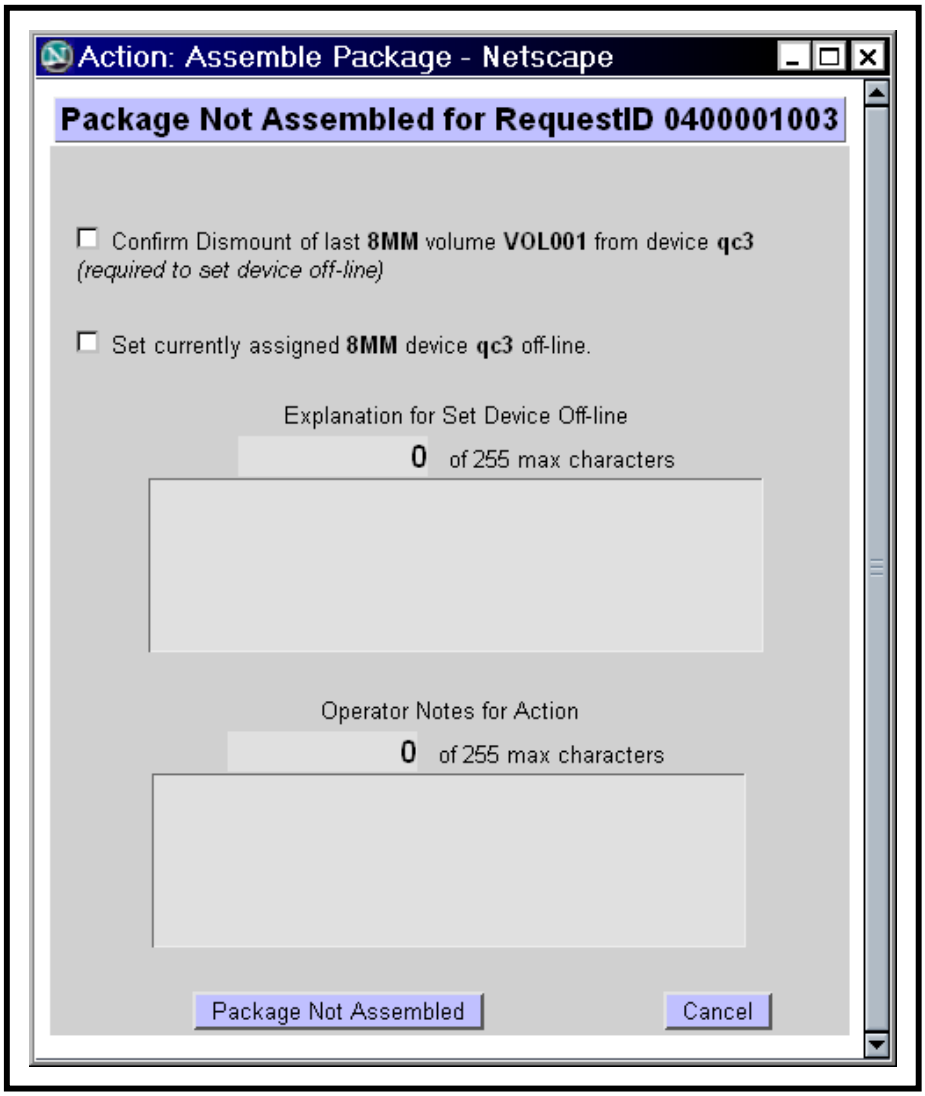

Figure 102. Package Not Assembled Page

Marking PMD Package Not Assembled

1 If it has not been expanded already, click on the **Physical Media Distribution** link in the navigation frame of the **OM GUI**.

- The **Physical Media Distribution** menu is expanded.

2 Click on the **Media Creation Actions** link in the navigation frame of the **OM GUI**.

- The **Media Creation Actions** page (Figure 89) is displayed.

- The **Filter** area of the **Media Creation Actions** page allows the operator to select the type(s) of actions to be displayed on the page. The following types of actions can be selected:
  - **Activate Media for QC.**
  - **Activate Request.**
  - **Assemble Package.**
  - **Collect Media for QC.**
  - **Mount Media for Production.**
  - **Mount Media for QC.**
- The **Listing** table has the following columns:
  - **OrderID.**
  - **RequestID.**
  - **Media Type.**
  - **Device Name.**
  - **Request Status.**
  - **Due Date.**
  - **Media Action Note.**
  - **Action Type.**
  - **Options.**

3 Observe information displayed in the **Listing** table of the **Media Creation Actions** page.

NOTE: In order to mark a PMD package "not assembled" the entry in the **Action Type** column for that request must be **Assemble Package**.

4 To start the process of marking a PMD package "not assembled," click and hold the option button in the **Options** column for the row associated with the request to display a menu of options, move the mouse cursor to **Package Not Assembled** (highlighting it), then release the mouse button.

- A **Package Not Assembled** dialogue box (Figure 102) is displayed.

5 If possible, dismount the volume identified in the **Confirm dismount of last ... volume ... from device** statement on the **Package Not Assembled** dialogue box.

6 If applicable, click in the **Confirm dismount of last ... volume ... from device ...** check box.

- A checkmark is displayed in the **Confirm dismount of last ... volume ... from device ...** check box.
- Confirmation of the dismount of the last volume is required if the device is to be taken off line.

7 If the currently assigned device is to be taken off line, click in the **Set currently assigned … device off-line** check box.

- A checkmark is displayed in the **Set currently assigned … device off-line** check box.

8 If the currently assigned device is to be taken off line, type the appropriate text in the **Explanation for Set Device Off-line** text box of the **Fail Mount Media** dialogue box.

- Text is displayed in the **Explanation for Set Device Off-line** text box of the **Fail Mount Media** dialogue box.

9 If notes are to be entered for the "package not assembled" action, type the appropriate text in the **Operator Notes for Action** text box of the **Package Not Assembled** dialogue box.

- Text is displayed in the **Operator Notes for Action** text box of the **Package Not Assembled** dialogue box.

10 To complete the process of marking the PMD package "not assembled" click on the appropriate button from the following selections:

- **Package Not Assembled** - to dismiss the dialogue box and mark the PMD package "not assembled."
  - The dialogue box is dismissed.
  - The **Media Creation Actions** page (Figure 89) is displayed.
  - If the PMD package is marked "not assembled," OMS generates a QC error, which results in a QC intervention that offers the operator a range of options for responding to the problem.
- **Cancel** - to dismiss the dialogue box without marking the PMD package "not assembled."
  - The dialogue box is dismissed unless the Operator Notes have changed, in which case the **Cancel** button provides an opportunity to save the updated notes before dismissing the dialogue box.
  - The **Media Creation Actions** page (Figure 89) is displayed.

11 Repeat Steps 3 through 10 as necessary to mark PMD packages "not assembled" for additional requests.

12 Return to the procedure that specified marking the PMD package "not assembled" [e.g., **Monitoring/Controlling PMD Media Creation Using the OM GUI** (previous section of this lesson)].

Printing PMD Outputs

The procedure for **Printing PMD Outputs** is used for reprinting certain documents associated with PMD production, including shipping label, DN, and/or (in the case of CD-R/DVD-R) the jewel case insert. The procedure is performed in response to an **Assemble Package** action displayed in the **Action Type** column of the **Media Creation Actions** page. **Printing PMD Outputs** is typically performed in association with other procedures (e.g., **Monitoring/Controlling PMD Media Creation Using the OM GUI**).

The **Print Outputs** page (Figure 103) provides the full-capability operator with a means of reprinting certain documents associated with PMD production.

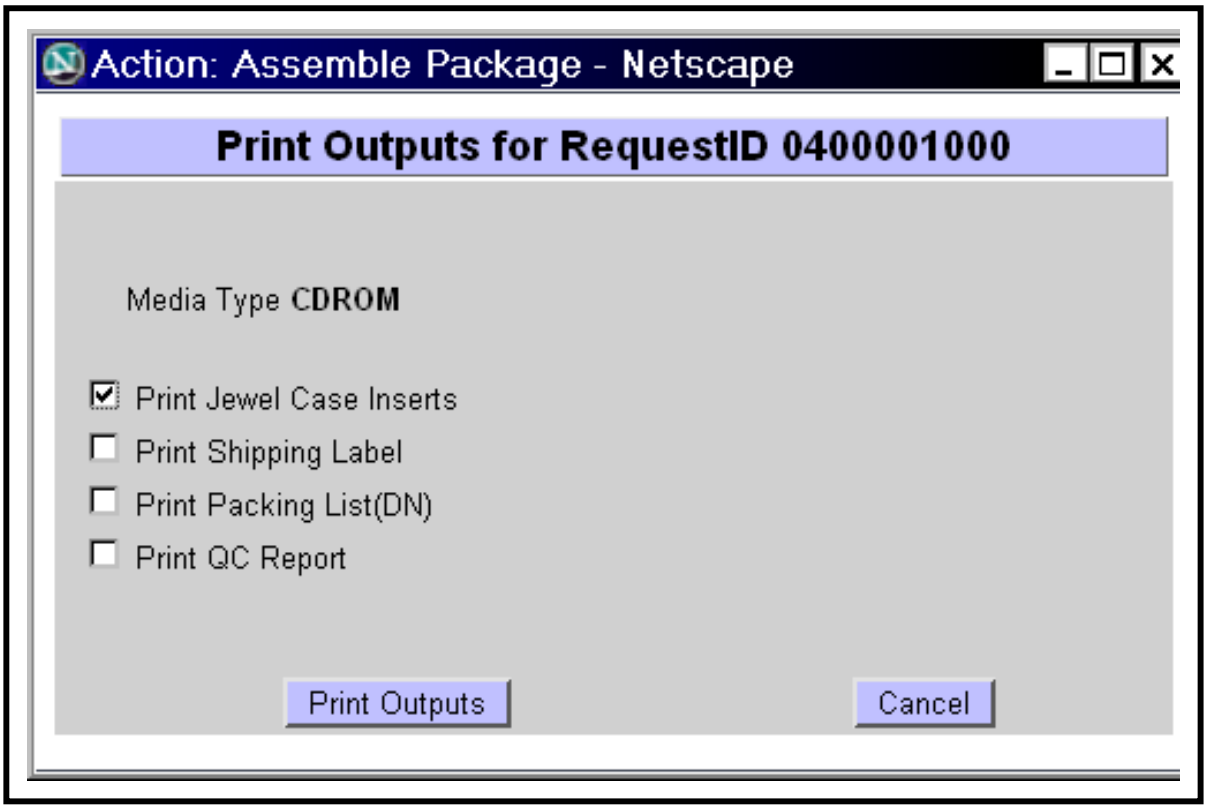

Figure 103. Print Outputs Page

The procedure for reprinting PMD outputs using the **OM GUI** starts with the following assumptions:

- All applicable servers are currently running.
- The **OM GUI** has been launched [e.g., as described in the procedure for **Launching the Order Manager GUI** (preceding section of this lesson)].

Printing PMD Outputs

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1 If it has not been expanded already, click on the **Physical Media Distribution** link in the navigation frame of the **OM GUI**.

- The **Physical Media Distribution** menu is expanded.

2 Click on the **Media Creation Actions** link in the navigation frame of the **OM GUI**.

- The **Media Creation Actions** page (Figure 89) is displayed.
- The **Filter** area of the **Media Creation Actions** page allows the operator to select the type(s) of actions to be displayed on the page. The following types of actions can be selected:
  - **Activate Media for QC.**
  - **Activate Request.**
  - **Assemble Package.**
  - **Collect Media for QC.**
  - **Mount Media for Production.**
  - **Mount Media for QC.**
- The **Listing** table has the following columns:
  - **OrderID.**
  - **RequestID.**
  - **Media Type.**
  - **Device Name.**
  - **Request Status.**
  - **Due Date.**
  - **Media Action Note.**
  - **Action Type.**
  - **Options.**

3 Observe information displayed in the **Listing** table of the **Media Creation Actions** page.

NOTE: In order to reprint PMD outputs the entry in the **Action Type** column for that request must be **Assemble Package**.

4 To start the process of reprinting PMD outputs, click and hold the option button in the **Options** column for the row associated with the request to display a menu of options, move the mouse cursor to **Print Outputs** (highlighting it), then release the mouse button.

- A **Print Outputs** dialogue box (Figure 103) is displayed.
  - The **Print Outputs** dialogue box allows printing any/all of the following documents:
    - **Jewel case inserts.**
    - **Shipping label.**
    - **Packing List (DN).**
    - **QC Report.**

5 To have jewel case insert(s) printed, click in the check box labeled **Print Jewel Case Inserts** in the **Print Outputs** dialogue box.

- A checkmark is displayed in the **Print Jewel Case Inserts** check box.

6 To have a shipping label printed, click in the check box labeled **Print Shipping Label** in the **Print Outputs** dialogue box.

- A checkmark is displayed in the **Print Shipping Label** check box.

7 To have a packing list (DN) printed, click in the check box labeled **Print Packing List(DN)** in the **Print Outputs** dialogue box.

- A checkmark is displayed in the **Print Packing List(DN)** check box.

8 To have a QC report printed, click in the check box labeled **Print QC Report** in the **Print Outputs** dialogue box.

- A checkmark is displayed in the **Print QC Report** check box.

9 To complete the process of reprinting outputs click on the appropriate button from the following selections:

- **Print Outputs** - to dismiss the dialogue box and reprint the selected document(s).
  - The dialogue box is dismissed.
  - The **Media Creation Actions** page (Figure 89) is displayed.
  - The selected document(s) is/are reprinted on the applicable printer(s).

- **Cancel** - to dismiss the dialogue box without reprinting any documents.
  - The dialogue box is dismissed.
  - The **Media Creation Actions** page (Figure 89) is displayed.

10 Repeat Steps 3 through 9 as necessary to reprint outputs for additional requests.

11 Return to the procedure that specified printing outputs [e.g., **Monitoring/Controlling PMD Media Creation Using the OM GUI** (previous section of this lesson)].

Using the OM PDS Cleanup Manager

The **OM PDS Cleanup Manager** (**OmPdCleanupGUI**) is a GUI that is used for specifying a file cleanup strategy for the following types of files:

- Debug Log files (DebugLog directory).
- Summary files (Summary directory).
- Template files (Label directory).
- QC Log files (QC directory).
- QC files (QC directory).

The **OM PDS Cleanup Manager** generates or modifies a Bourne shell script (i.e., cleanup.sh) that implements the file cleanup strategy. In addition, the **OM PDS Cleanup Manager** may modify the crontab file to adjust the time intervals for deletion or archiving of files.

The large number of files generated by physical media distribution activities would overwhelm the system if some of the files were not removed from the working directories on a fairly frequent basis. However, some files may be required for a limited period of time in order to troubleshoot a job if there is a problem with it or if it is returned from the customer.

The **OM PDS Cleanup Manager** is not used very often, especially if a manageable retention period has been established for the affected files.

Using the OM PDS Cleanup Manager

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1 Access a terminal window logged in to the PDS Server (e.g., **e0dig06**, **g0dig06**, **l0dig06** or **n0dig06**).

- Click in or open a UNIX (terminal) window.
- For detailed instructions refer to the procedure for **Logging in to System Hosts** (preceding section of this lesson).

2 At the UNIX command line prompt type **cd /usr/ecs/*MODE*/CUSTOM/utilities** then press the **Return/Enter** key on the keyboard.

- Change directory to the directory containing the OM PDS Cleanup Manager start-up script (i.e., OmPdCleanupGUI).
- The ***MODE*** will most likely be one of the following operating modes:
  - OPS (for normal operation).
  - TS1 (for SSI&T).
  - TS2 (new version checkout).
- Note that the separate subdirectories under /usr/ecs apply to different operating modes.

3 Type **OmPdCleanupGUI *MODE*** then press **Return/Enter**.

- The **OM PDS Cleanup Manager** (Figure 104) is displayed.

4 For each of the following types of files, click on either the **Archive** or **Delete** radio button (as applicable) to the right of the type of file:

- **DebugLog files.**
- **Summary files.**
- **Label files.**
- **[QC] Log files.**
- **QC files.**
  - When one of the radio buttons is selected, the button color changes from gray to red and the button gives the appearance of being depressed.

5 For each type of file, in the text box adjacent to the button selected in the previous step type the number of days after which files of that type are to be either archived or deleted.

6 If files older than a particular number of days should be deleted, click on the **Delete any files older than** radio button.

- When the **Delete any files older than** button is selected, the button color changes from gray to red.

7 If files older than a particular number of days should be deleted, in the text box adjacent to the **Delete any files older than** radio button type the appropriate number of days.

8 Type the time when the cleanup should run (in 24-hour format) in the **Run cleanup daily at** fields.

- For example, type **2:00** for two o'clock in the morning or type **14:00** for two o'clock in the afternoon.

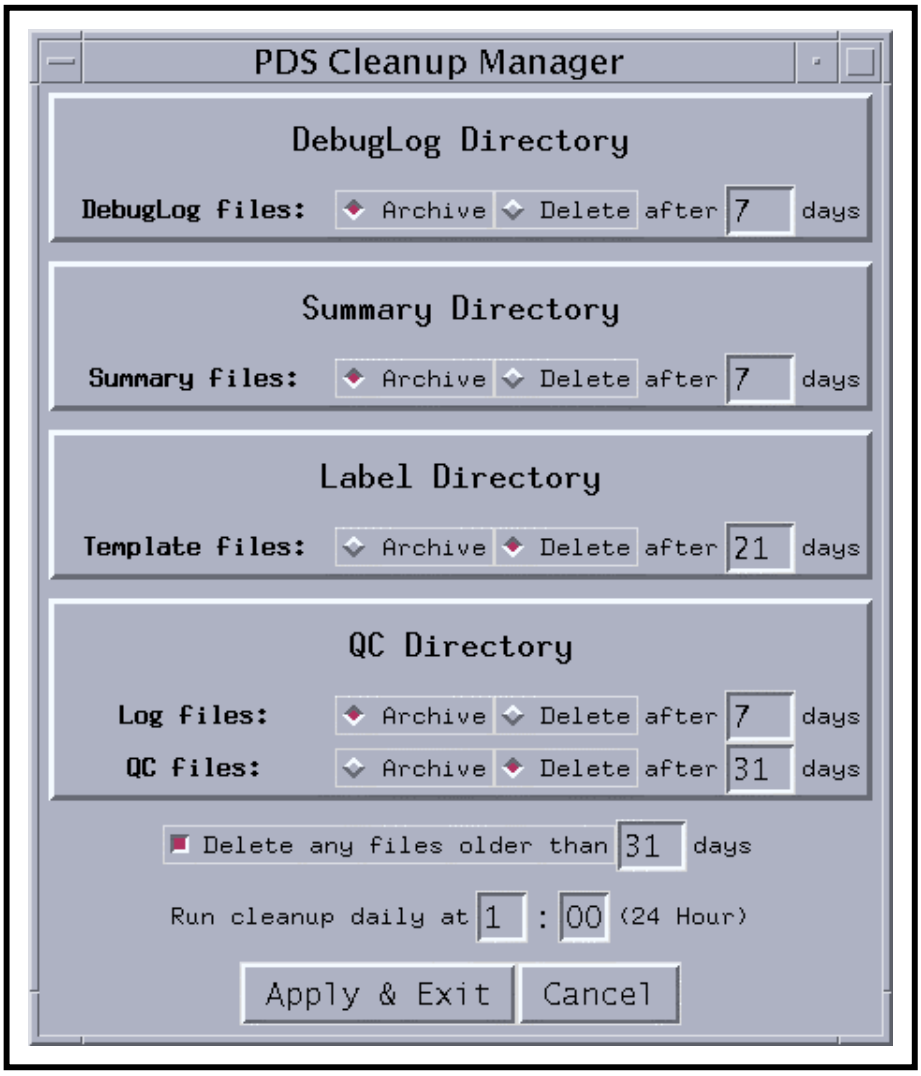

Figure 104. OM PDS Cleanup Manager

9 Click on the appropriate button from the following selections:

- **Apply & Exit** - to set the cleanup parameters as specified on the **OM PDS Cleanup Manager** GUI.
  - A **This will modify the PDS cleanup script and/or crontab** dialogue box is displayed.
  - Go to Step 10.
- **Cancel** - to dismiss the **OM PDS Cleanup Manager** GUI without applying any new cleanup parameters.
  - The **OM PDS Cleanup Manager** GUI (Figure 104) is dismissed.

– End of procedure.

10 Click on the appropriate button from the following selections:

- **Proceed** - to set the cleanup parameters as specified on the **OM PDS Cleanup Manager** GUI.
  - The cleanup script is generated, incorporating the parameters specified on the **OM PDS Cleanup Manager** GUI.
  - The **OM PDS Cleanup Manager** GUI (Figure 104) is dismissed.
- **Cancel** - to dismiss the **OM PDS Cleanup Manager** GUI without applying any new cleanup parameters.
  - The **OM PDS Cleanup Manager** GUI (Figure 104) is dismissed.
